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ABSTRACT

Noting that the primary function of electronic mail within research libraries has changed from interlibrary loan to administrative purposes in the last four years, this kit begins with an overview of the results of Association of Research Libraries (ARL) surveys of the use of electronic mail (e-mail) in member libraries conducted in 1984 and 1988. The discussion highlights the functions of electronic mail, use of electronic bulletin boards, management issues, and trends and issues. The kit then presents: (1) a tabulation of the survey results with additional information provided by four of the respondents; (2) organizational charts showing the area of control of e-mail within libraries; (3) descriptions of campus mail systems and instructions for their use; (4) descriptions of electronic bulletin boards and external mail systems; (5) a discussion of conferencing within an e-mail system; and (6) a sample survey of the use of an e-mail system in a university setting. A selected reading list of 13 items is included. Materials in the kit were submitted by the Center for Research Libraries, the Library of Congress, and the following universities: Brigham Young University, University of British Columbia, University of California at Berkeley, University of California at Irvine, University of Florida, Georgia Institute of Technology, University of Georgia, University of Guelph, University of Illinois at Chicago, Iowa State University, University of Manitoba, Massachusetts Institute of Technology, Michigan State University, University of Minnesota, Northwestern University, Pennsylvania State University, University of Pittsburgh, Purdue University, Stanford University, and Syracuse University. (CGD)

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spec flyer #149—Nov.-Dec. 1988 OMS
Systems and Procedures Exchange Center
ISSN 0160 3582

# ELECTRONIC MAIL

In the past four years, the primary function of electronic mail within research libraries has changed from interlibrary loan to administrative purposes. At the same time, staff access to terminals and training for multiple systems have emerged as hindrances to the use of e-mail.

Based on two SPEC surveys, the number of members of the Association of Research Libraries (ARL) using electronic mail has more than doubled since 1984, when *SPEC Kit #106 on Electronic Mail* was issued. In the 1984 survey, 35 of 81 responding ARL libraries indicated they were using some form of e-mail. In a February 1988 survey, 72 of 79 respondents report e-mail use. Many libraries' online catalogs now have a mail function for communicating with users. Libraries also report heavy use of professional associations' mail systems such as ALANET and others available to academic communities at the national level.

Nearly 80% of the respondents to the 1988 survey indicate they are using both on-campus and external e-mail systems. Fifteen percent of the libraries are using only external systems, while 4% report using only on-campus mail systems.

**FUNCTIONS.** In the 1984 survey, interlibrary loan was the major function performed on electronic mail systems. Although 53% of the responding libraries in the 1988 survey use e-mail for ILL activities, 98% of them report use for administrative functions. Staff communications and professional activities are performed on e-mail systems by 75% of the libraries. Electronic mail plays a lesser role in reference, circulation, and acquisition activities.

Nearly all libraries that use electronic mail make this activity available to administrators. It is logical to assume from this response that campus administrators outside the library also are using e-mail for some amount of routine communication. A significant number of libraries make e-mail available to all staff (37%), and this statistic indicates use for routine communication as well. Several libraries note that all staff who request access would be granted it. However, the responses from the libraries with e-mail access for most of the staff indicate that only those staff members with a terminal or a microcomputer make regular use of the system.

**BULLETIN BOARDS.** Electronic bulletin boards are used much less frequently than e-mail. More ARL libraries are posting to external mail systems than are responsible for local ones. Several of the libraries reporting local systems indicate that these are used in conjunction with online catalog activities. Electronic bulletin boards can be used for many activities. Research libraries are using them for posting library hours, providing information on new services, assisting with online catalogs, and maintaining user forums. The most frequent use of external bulletin boards is for posting vacant positions.

**MANAGEMENT ISSUES.** Training and access are seen as both advantages and problems of e-mail systems. Some respondents indicate that e-mail is easily learned and requires little training. However, others indicate that lack of training contributes to the problem of low staff use of e-mail systems. Access concerns relate to the availability of terminals and microcomputers for staff. The 1984 SPEC Kit suggested that terminals used for online retrieval would be sufficient for e-mail system use. From the current survey, it is obvious that the use of electronic mail already has outgrown the 1984 suggestion.

*The 1984 Kit suggested that terminals for online retrieval would be sufficient for e-mail. . . . It is obvious that the use of e-mail already has outgrown the suggestion.*

The number of available e-mail systems is an area of great concern. In fact, this problem is probably more universal than the survey indicates. ARL directors may need to take an active role on their campuses to ensure that the number of e-mail systems is kept to a manageable number, and preferably to one system. It is important to note that all external e-mail systems can have messages delivered to a single electronic mailbox. With this type of arrangement, staff and administrators need to learn only one system.

Savings accruing from not using as much paper and not wasting time playing telephone tag are considered positive points of e-mail use. Electronic messages are transmitted quickly and are less likely to be lost than paper ones. The ability to communicate with staff who are out of the office also is seen a major benefit. However, expenses do accrue for the additional equipment needed to provide more access and for the costs of the external mail systems.

While it is obvious that most libraries pay direct costs for external mail systems, only five report paying direct costs for on-campus use. On most campuses, the computer center is



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responsible for the administration of the e-mail systems. Most libraries have not assigned the in-library responsibility for this activity to any one particular person. Of the libraries that have assigned such responsibility, it is evenly divided between administrative offices and systems offices.

**TRENDS AND ISSUES.** The availability of electronic mail systems on campus and as part of online catalogs has lead to a double-fold increase in research library use of e-mail in the past four years. The growth of electronic mail use is also most probably a logical extension of increased staff familiarity with computer systems. E-mail is becoming another tool for performing library functions.

The lack of a person specifically responsible for in-library e-mail use seems to place it in the same category of consideration as the telephone and traditional mail services. The 1988 SPEC survey yielded only a few examples of concurrent library research or studies as the use of e-mail grows. As telecommunications policies are formulated on campuses, research libraries may need to take a closer look at the configuration of e-mail systems and their relationship to the library.

## *The number of different e-mail systems often is unmanageable.*

ARL libraries are experiencing the same types of concerns that are facing e-mail use in other segments of society. The number of different e-mail systems often is unmanageable. A library must communicate with all constituencies on campus and therefore may have to provide staff access to several e-mail systems for total communication. This problem also contributes to staff training concerns about e-mail systems.

Use of electronic bulletin boards and a library's responsibility for these are also issues for concern. With most e-mail systems residing in the hands of computer centers, a library may have some problems maintaining one dedicated to supplying library information to its public. Other issues not covered in this survey are ease of transmission of large blocks of data (such as a multi-page document), difficulties of maintaining an in-library e-mail system separate from or connected to a campus or external system, and control of e-mail system use.

As one looks to the external mail systems, it is apparent that more communication with other libraries, vendors, and colleagues is possible. Sending orders from the acquisitions department to a vendor is already possible with several vendors. It may soon become possible to deal with supply vendors in the same way. External mail systems are also being used to enlist the aid of colleagues to answer reference questions and to supply documents.

At some point in the not too distant future, e-mail most likely will provide a method for a library patron to request delivery of a document, request the purchase of a book or journal, renew material charged out, ask a reference question, and request an interlibrary loan. However, many libraries are already looking beyond these uses to computer conferencing, electronic publishing, and providing current awareness updates to users.

*The SPEC Kit on Electronic Mail* (#149, November-December 1988) contains tabulated survey results, organization charts showing the area of control of e-mail within libraries, descriptions of campus mail systems and instructions for their use, and descriptions of electronic bulletin boards and external mail systems. Also included are a discussion of conferencing within an e-mail system, a sample survey to monitor use of an e-mail system in a university setting, and a selected reading list.

* * *

This flyer/kit was prepared by Helen Wiltse, Associate Director, Price Gilbert Memorial Library, Georgia Institute of Technology, as part of the OMS Collaborative Research Writing Program.

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# SPEC SURVEY RESULTS

System and Procedures Exchange Center

February 7, 1988 OMS

Office of Management Studies, Association of Research Libraries
1527 New Hampshire Avenue, N.W., Washington, D.C. 20036 • 202-232-8656

# THE USE OF ELECTRONIC MAIL IN RESEARCH LIBRARIES

RESPONDENT _____

LIBRARY SUMMARY

PHONE _____

1. Is the library using any form of e-mail?
   Yes 72 No 7

   Enclose descriptive materials on systems, policies and procedures

   If YES, is the library using:
   - 63 Both on-campus and external mail services
   - 3 Only on-campus mail services
   - 12 Only external mail services
   - 0 Other (specify)

   If NO, is the library planning to use e-mail within the next 12 months?
   Yes ___ No 5

   Enclose planning or committee reports

   IF ANSWERS ABOVE ARE "NO," RETURN SURVEY TO ADDRESS ON LAST PAGE.

2) Provide the title(s) or office(s) in the library responsible for e-mail use.
   Title/Office _____
   Reporting to Title/Office _____

   Enclose job descriptions, organization charts, etc.

   _____ No such responsibility has been assigned. (Briefly describe how e-mail is administered)

3) For which library functions is e-mail used? (Check all that apply)

   - 71 Administrative communications
   - 38 Interlibrary loan
   - 10 Acquisitions
   - 16 Reference questions
   - 9 Circulation requests and/or renewals
   - 54 Staff communications
   - 54 Professional activities
   - 8 Other (Specify)



Enclose descriptions of use

4) Which library staff have access to e-mail?

31 Administrators
21 Department Heads
18 All professional staff
27 All Staff
30 Others (Specify)

Enclose policy statements, training materials, etc.

5) Is e-mail a direct cost item in the library's budget?

Yes 20 No 57

If YES, enclose materials that explain how charges are assessed, or describe briefly below:

6) Is the library responsible for any electronic bulletin boards?

Yes 11 No 67

Enclose descriptive materials

7) Does the library post announcements to any external bulletin boards?

Yes 17 No 59

Enclose descriptive materials

8) Are there plans to change the use of bulletin boards or e-mail systems?

46 Increase use
1 Decrease use
23 No plans to change
2 Other (specify)

Enclose planning documents

9) Has the library conducted any studies of the effects of e-mail or bulletin boards on library functions or communications, e.g., use of telephone, mail services?

Yes 5 No 71

Enclose studies, reports, or other materials on the impact of e-mail

10) What advantages has the library identified in the use of e-mail or bulletin boards? Enclose documents or discuss briefly:

11) What problems has the library identified with the use of e-mail or bulletin boards? Enclose documents, or discuss briefly:

Question 6:

The NOTIS List at BYU Library is a discussion bulletin board to share information and questions about implementing and using the NOTIS Integrated Library System. Kayla Willey (KXW@BYULIB) is in charge of the NOTIS List at BYU Library. New persons may subscribe to the list by sending an e-mail message to KXW@BYULIB or they may subscribe to the list by themselves. To subscribe by yourself, issue the following command: tell listserv@byulib sub notis userid@node full name. The userid and node are the subscriber's e-mail address, and the full name is the name of the subscriber.

Question 10:

E-mail has helped significantly cut down the amount of paper copy memos that circulate in the library. Minutes of most meetings are now communicated via e-mail, with those who want a paper copy of a particular communication having the option of printing it out if desired. It also makes it easier and quicker for the secretarial staff to send messages. It seems that communications are more widely distributed than they were in the past.

E-mail is also a way of leaving a communication with a party difficult to reach on the phone. Sometimes leaving a complex message with a secretary is not the best method of communication. With e-mail messages of complexity can be communicated without as great a worry of mis-communication.

Question 11:

Some frustration has been expressed amongst the library staff about the volume of e-mail and the number of unnecessary communications. Because we have a number of generic lists developed, sometimes it is easier to use a generic list to get to the fifteen people you want to and also communicate with an extra fifteen people than it is to send a message specifically to the first fifteen.

Recently persons have asked to be withdrawn from some of the external bulletin boards, have their secretary placed on them, and let the secretary preview the mail and forward only pertinent messages to the library professional. As far as I am aware this has not been the case with internal library e-mail messages.

USE OF ELECTRONIC MAIL IN RESEARCH LIBRARIES

Notes:

6. Electronic bulletin boards maintained by library:
Bulletin board messages are posted to the online catalogue system by Systems staff and by the Information and Orientation Division.

7. External bulletin boards:
Respondent is responsible for maintaining the bulletin board for a number Envoy 100 users in British Columbia. Any user in the organization may post messages to the bulletin board but respondent monitors use, deletes obsolete messages and trains users in appropriate use of the bulletin board.

8. Changes:
a. We will probably decrease the number of systems subscribed to when x.400 protocols are implemented more widely in North America. For example, if ONTYME adopts x.400 it may be possible to communicate with ONTYME users via Envoy 100.

b. If implemented, an ILL workstation may make it possible to send messages via different communications systems without rekeying text.

9. Studies:
In-house statistics from Interlibrary Loan Annual Report 1985/6, 1986/7:

"1985/6...ILL removed its last remaining telex machine in December 1985. 86% of all ILL ordering is now accomplished via electronic communications using one system or another: ENVOY, ONTYME, TEXTRAN, CANDOC, DIALOG, BRS, UTLAS and OCLC."

"1986/7...Only 8% of requests were transmitted by mail, 92% by electronic mail or online ordering systems."

10. Advantages:
-lower costs for communications
-more effective communications, e.g., faster ordering procedures, more timely responses, more information shared
-easy to learn; easy to train staff in the basics
-fewer steps in handling correspondence

11. Problems:
    - -keying fatigue: supervisors need to be aware of the length of time staff spend at terminals and make a deliberate effort to assign other kinds of duties to break up the time spent at the terminal
    - -continuous need for more computer capacity and more equipment as electronic systems replace typewriters
    - -message overload: occasional inappropriate use of bulletin boards and distribution lists results in unwanted messages
    - -inadequate directory services
    - -lack of training in some cases
    - -incompatibility between systems
    - -effort required to learn a number of different systems

## THE USE OF ELECTRONIC MAIL IN RESEARCH LIBRARIES

University of Georgia Libraries

1. Office of Computing and Information Services provides campus wide support for the IBM messaging and scheduling package PROFS. Access within the Libraries is through standard 327x terminals, Micros with terminal emulation capabilities, or dial-up access.

2. The Libraries Systems Office acts as liaison with the Office of Computing and Information Services and acts as the primary resource in the Libraries for information about the e-mail system. The Libraries Business Office, in the Administrative Services Division, handles the subscription charges for library e-mail accounts.

3. System supports distribution lists which are used for administrative/informational functions. Individual staff communications, requests for information/feedback are sometimes handled through the e-mail system. Professional activities are addressed through the campus e-mail system out to BITNET. Professional committee work, cooperative exchange of information for development work, accessing bulletin boards through the LISTSERV facility in BITNET can be accomplished via e-mail.

4. There are no formal policy statements regarding requests for access to the campus e-mail system. Those requests are addressed as needed and are considered individually based on need. Training is provided by the Office of Computing and Information Services; local training in the Libraries is provided by the Libraries Systems Office.

**Northwestern University Library**
1935 Sheridan Road
Evanston, IL 60208

February 15, 1988

Helen Wiltse
Price Gilbert Memorial Library
Georgia Institute of Technology
Atlanta, GA 30332-0900

Dear Ms. Wiltse,

John McGowan, our University Librarian, has passed on to me for response your questionnaire regarding electronic mail for an upcoming Spec Kit. Attached is our response to the check-off items; it is easier for me to provide comments via this letter format, so here are my comments, corresponding to question items:

1. No descriptive materials exist. We are users of ALANET, RLIN mail, and BITNET and local VAXMAIL through our University's Vax academic computer. VAXMAIL (a utility common on Vax machines) is used between staff in the libraries and other Vax users (faculty), and between different libraries on campus, but there is no electronic mail utility commonly used within the main library organization itself on a routine basis. In addition to all these systems, a computer program called DELIVERY has been developed by the Reference Department to pass ILL requests from PC to PC among all the libraries of Northwestern. The program can also pass short free-form messages among all these libraries.

2. Electronic mail is not administered in a particularly coordinated way: the Reference Department has been given responsibility for managing the ALANET accounts, the RLIN mail is handled out of the main administrative office, and I (as Coordinator of Research) give out Vax accounts enabling people to use BITNET and VAXMAIL as needed.

3. Use of these systems is quite varied. A description of DELIVERY is attached. VAXMAIL is also used to pass ILL requests between our Science Engineering Library and our Medical Library.

4. Again, no unified policy is in place. The cost of BITNET is such that this system is the preferred one for most off-campus communication purposes.

7. We have used a campus electronic BBS to post notices of some new technology initiatives within the Library (e.g., new CD-ROM products), and have monitored the board for library-related messages, responding as apppropriate.

8. We hope to begin providing reference service through VAXMAIL soon, but still have some planning to do; no documents yet available.

10. Electronic mail has made some kinds of communication faster and easier. We anticipate that making reference service available through electronic mail on one of our campus mainframes will offer a number of benefits to our community, providing service to many who otherwise would not use reference.

11. Problems with electronic mail have not been serious, though adoption of the technology was not immediate. RLIN mail is somewhat time-consuming, and the operator responsible for its management must take time away from her regular office to use a terminal elsewhere in the building.

Spec Kit readers may be interested to know of a couple of program applications recently developed here to simplify use of electronic mail systems within our library's reference department. The applications "automate" the sending and receiving of mail through ALANET and BITNET, so that use of these systems is extremely simple and fast. Because the applications involve preparing messages before going online, connect charges are minimized. If a user only wishes to check for new mail, the task is reduced to a single keystroke, so that the program dials up the remote system, checks for any incoming mail, downloads and deletes it if it exists, and logs off; the user can then, using a simple menu system, view and/or print the downloaded mail from either ALANET or BITNET. These particular applications were written for use with CROSSTALK, but similar ones could be developed without much trouble for a number of other common communication software packages. Let us know if you would like additional detail on these applications.

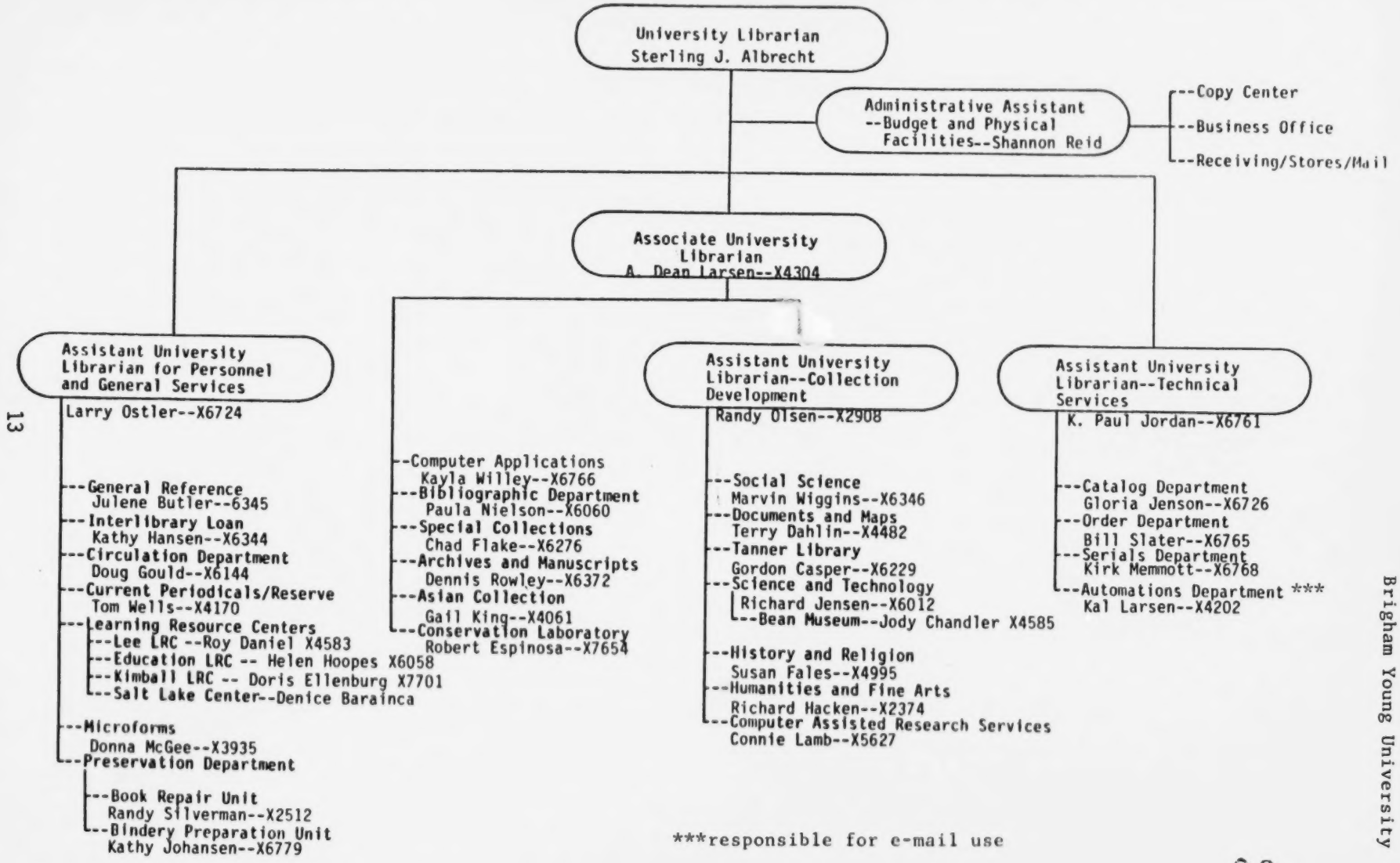
Sincerely,

Brian Nielsen
Head, Reference Department
and Coordinator of Research

BN:wp

# ORGANIZATION CHARTS

# LIBRARY ORGANIZATIONAL CHART

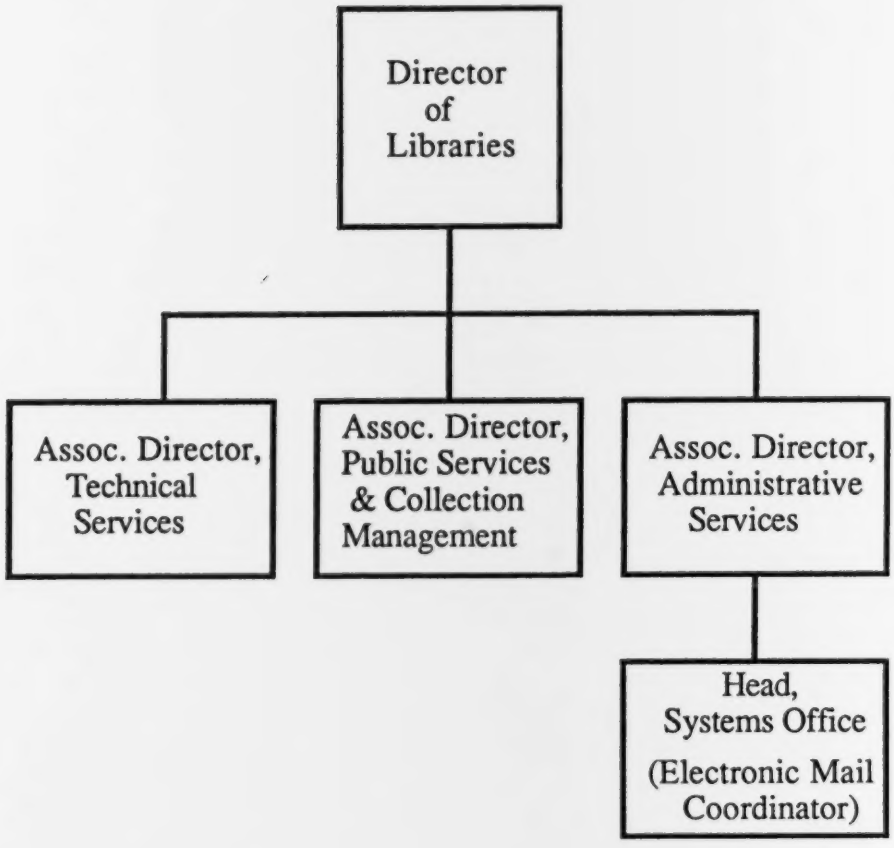



***responsible for e-mail use

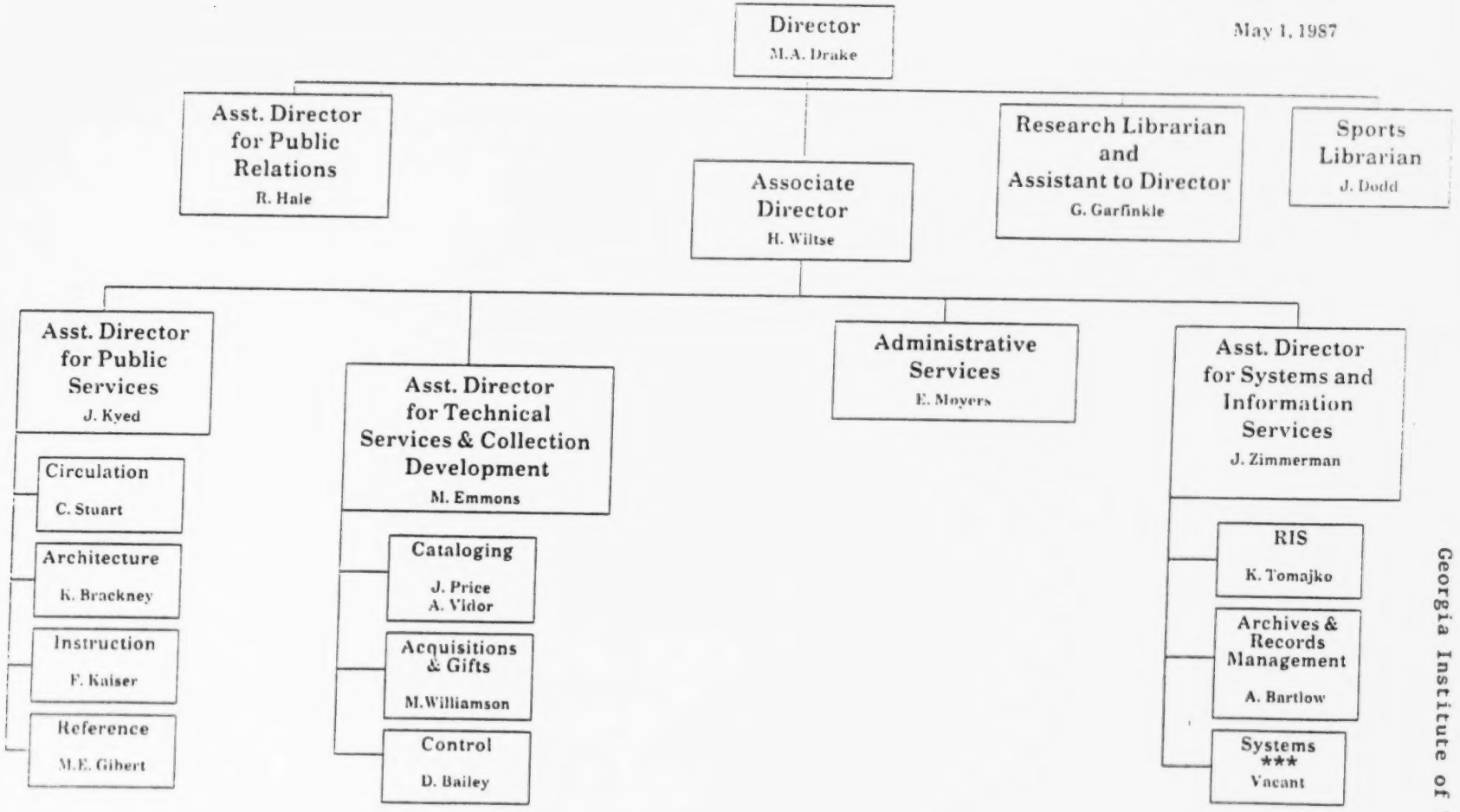
13

Brigham Young University

# University of Florida Libraries
# Organization vis-a-vis Electronic Mail

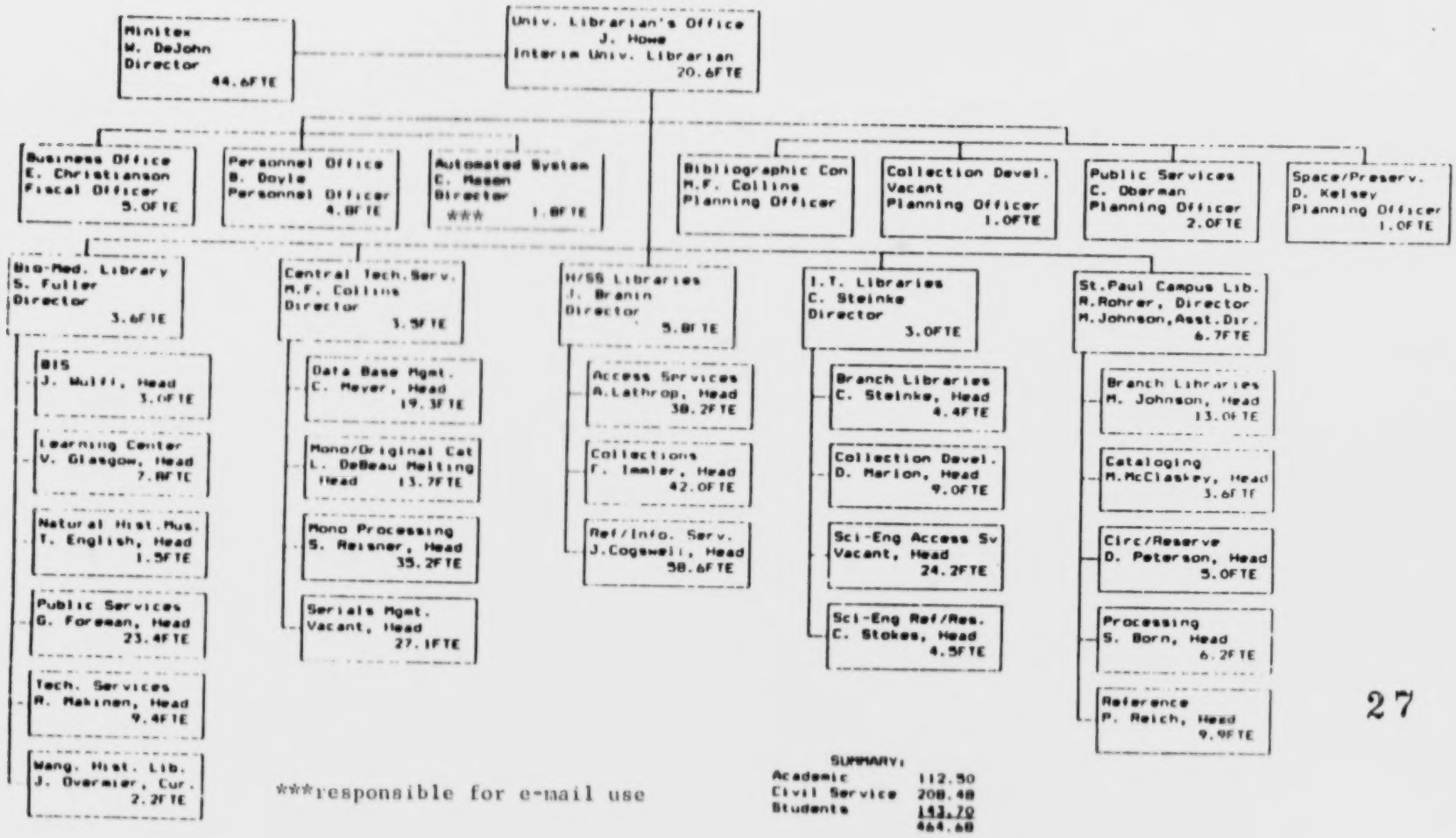

Director of Libraries
Assoc. Director, Technical Services
Assoc. Director, Public Services & Collection Management
Assoc. Director, Administrative Services
Head, Systems Office
(Electronic Mail Coordinator)

# Price Gilbert Memorial Library Organization




***responsible for e-mail use

UNIVERSITY LIBRARIES TWIN CITIES
ORGANIZATIONAL CHART 1987-88
JANUARY 1988




***responsible for e-mail use

SUMMARY:

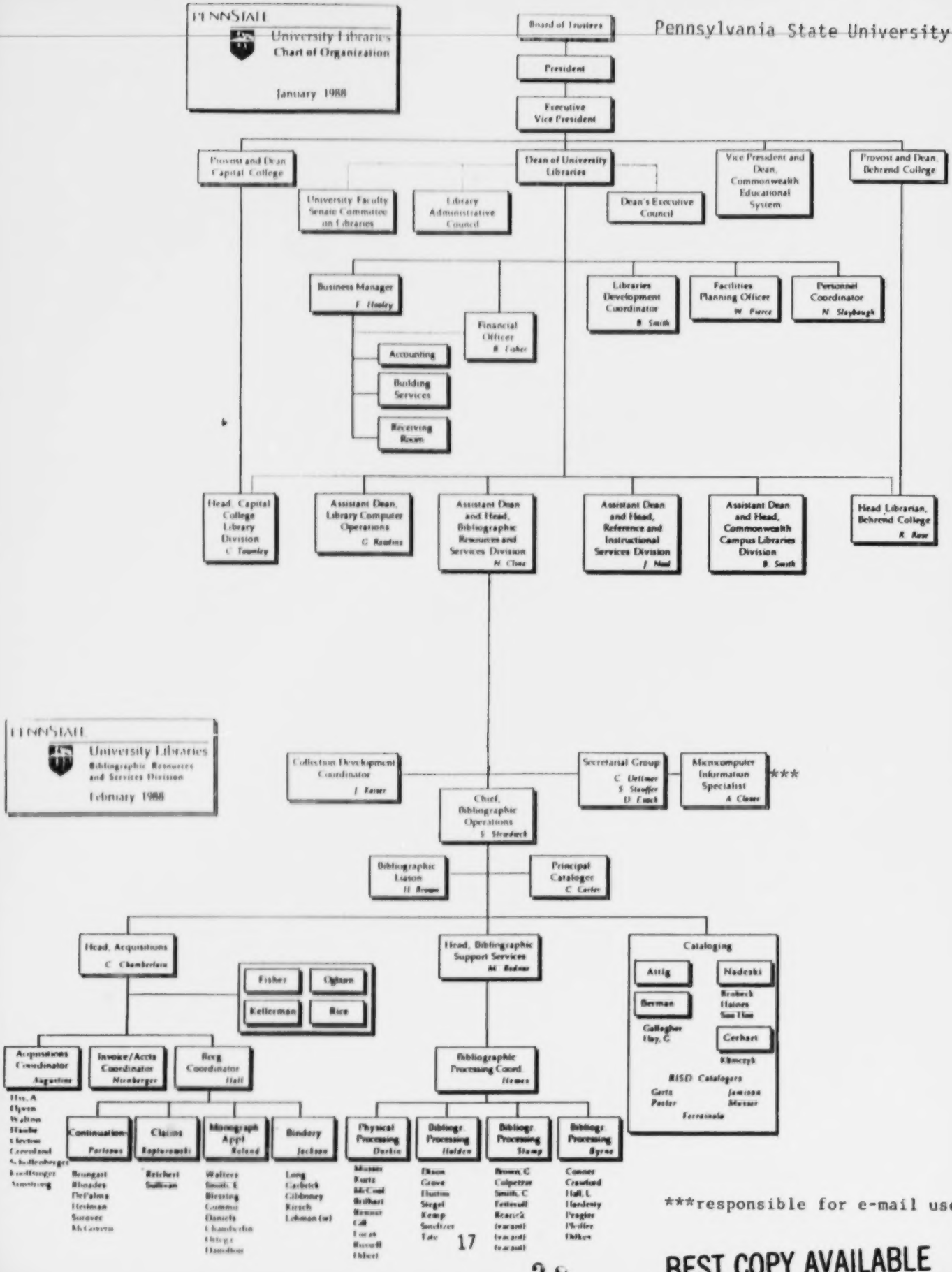
| | |
|---|---|
| Academic | 112.50 |
| Civil Service | 208.48 |
| Students | 143.70 |
| | 464.68 |





University of Minnesota

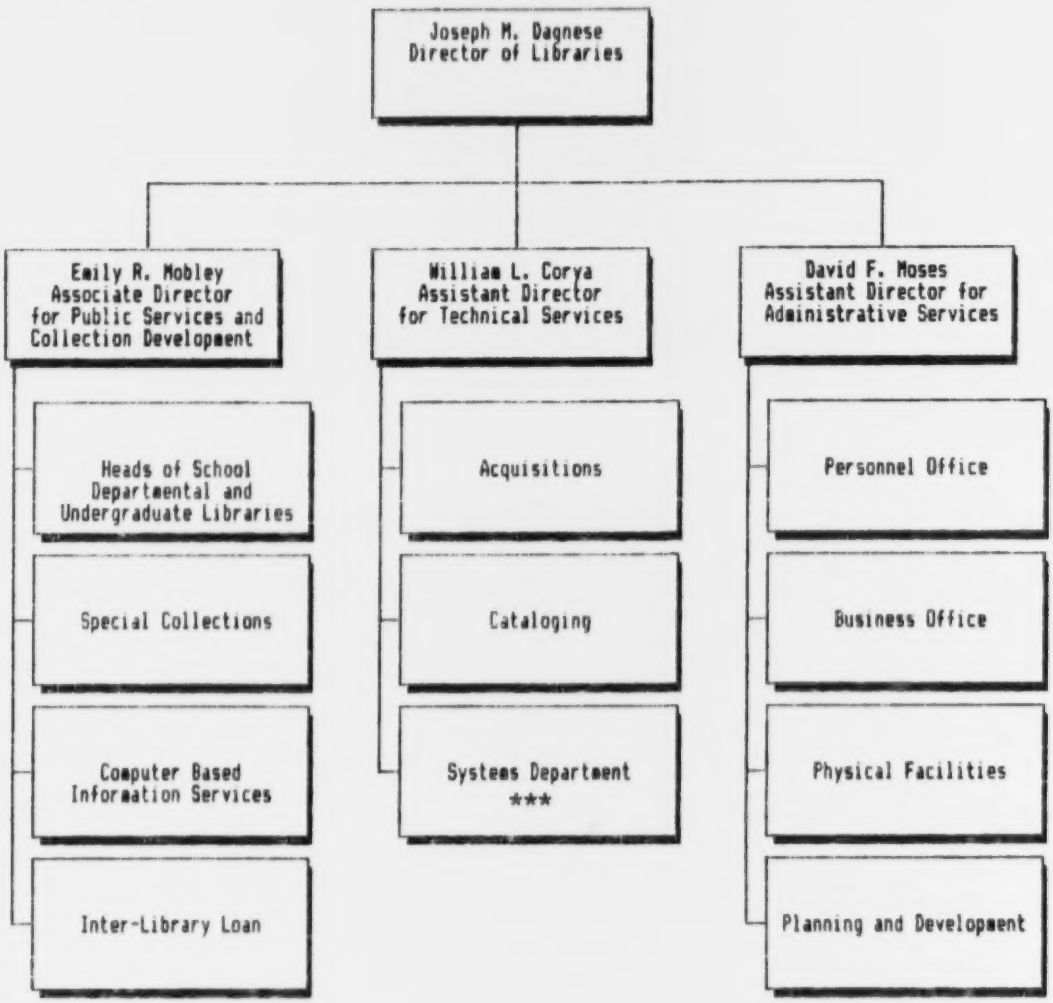
BEST COPY AVAILABLE






BEST COPY AVAILABLE

PURDUE UNIVERSITY LIBRARIES
Table of Organization




12-86

***responsible for e-mail use

# DESCRIPTIONS OF CAMPUS MAIL SYSTEMS

30

# University of Florida Libraries Electronic Mail Usage

Usage of electronic mail within the Libraries is still largely experimental. Library staff who are active in outside organizations make occasional use of such systems as ALANET, and several of the staff have used BITNET for external communications. In general, electronic mail is little used on campus by Library staff outside the Systems Office (where the local BITNET node is used for most routine internal memoranda). The Systems Office has provided experimental sign-ons for staff use of BITNET which are funded by the Library EDP budget. Some staff have also been issued sign-ons for BITNET by the campus Faculty Support Center; these are not charged to Library funds. The attached handout describes the use of BITNET on this campus.

At present, Library staff do not make much use of electronic bulletin boards. This, however, should be treated as a separate topic. An electronic bulletin board is as poor and unprofessional a substitute for a mail system as is its non-electronic counterpart.

## E-MAIL SYSTEMS USED AT GEORGIA TECH LIBRARY

There are xx electronic mail systems available to library staff at Georgia Tech.

VMAIL

Each library employee is assigned a VMAIL account. This mail system was designed by the Office of Computing Services at Georgia Tech and runs on Cyber computers. It is the most widely used e-mail system on the Tech campus, with access provided to each student and most faculty, staff, and administrators.

Library staff are taught to use the system as part of their job training, and nearly every staff member uses the system on a daily basis. Attachment 1, p. 1-3, contains the documentation used in training the staff.

Departmental VMAIL accounts are assigned to Circulation, Acquisitions, Systems and Research Information Services (RIS) Departments. Circulation uses the system to accept renewal requests; Acquisitions takes suggestions for purchases; Systems communicates with users of the online public access catalog; and RIS receives requests for delivery of library materials to users' offices, interlibrary loan requests, etc.

PROFS

The PROFS e-mail software is an IBM product and runs on two IBM mainframes on campus. The two systems communicate with each other and serve as a gateway into BITNET, through which users can communicate with many other campuses.

PROFS access at Georgia Tech is limited to faculty, staff, and administrative personnel. The library professional staff have the opportunity to have PROFS accounts, but many prefer to use VMAIL exclusively.

PROFS accounts have been set up in the library for Circulation, Acquisitions, Systems and RIS Departments for the type of communications described above.

mail (the standard Unix mail system)

This system runs on a Pyramid computer. Access is limited. Most of its users are data processing staff, with a small number of faculty and students permitted to it. The only library staff using this system are one library administrator and the head of the Systems Department.

***

External mail systems in use include BITNET (see above under PROFS) and:

ALANET

Used by library administration and some ALA members for interinstitutional and ALA-related matters.

# The University Library's Special CMS Mail Addresses
#117 07/28/87


## ABSTRACT

The University Library maintains several on-line mailboxes that can be used to send questions to Library departments via electronic mail. These mailboxes are available for use by anyone with a Computer Center Account. They are accessed through the CMS LIBMAIL command.


## LIB-AA

LIB-AA is the mailbox for the Archtecture and Art Library. You may use this mailbox to:

(a) Ask questions about circulation and use of the library's film, video or audio collection.
(b) Ask about any other Architecture and Art Library services.

## LIB-BOOK

LIB-BOOK is the mailbox for the Collections Development Department of the Main Library. Recommendations for purchases for the collections of the Main Library, the Architecture and Art Library, the Mathematics Library, and the Science Library can be directed to this address. One of the library bibliographers will respond to these recommendations.

## LIB-DOCS and LIB-MAPS

These are the mailboxes for the Main Library's Documents Department and Map Section. Queries regarding government publications produced by federal, state, and local governmental agencies should be sent to LIB-DOCS. Queries regarding domestic and foreign cartographic materials, e.g., maps, atlases, and aerial photographs, should be sent to LIB-MAPS. Every effort will be made to provide an answer within one day. The following types of questions may be sent:

(a) short or factual REFERENCE QUESTIONS,
(b) requests for CITATION VERIFICATION,
(c) INFORMATION QUESTIONS about hours and services,
(d) requests for BIBLIOGRAPHIC INSTRUCTION SESSIONS, either general or class specific, and
(e) requests for RENEWAL of items borrowed, include your name, id number, and the call number.

Examples of the questions which may be sent to LIB-DOCS are:

1. Can you tell me who my current representative is? (Yes, do you want your state or your federal representative?)
2. How many Hispanics lived in Chicago in 1950? (No figures are available; separate statistics for this ethnic group were not collected prior to 1980.)
3. Do you have the text of "Brown vs. the Board of Education?" (Yes, it is in U.S. Reports, vol. 349, p. 294.)
4. What is the citation for ERIC document ED 264 626? (Dick, Robert C. Helping Teachers Become Better Teachers. 1985.)

Examples of the questions which may be sent to LIB-MAPS are:

1. Do you have the Bright Angel, Arizona quadrangle I need for my geology lab assignment? (Yes, it is "on reserve" in the Map Section.)
2. Do you have any maps showing the distribution of ethnic groups in Chicago? (Yes, they cover various years during the 19th and 20th century.)
3. What is the distance from Chicago to Warsaw, Poland? (4,679 miles)
4. Who published Peltier's "Plan de Paris...? (Blondel la Rougery)

LIB-LCS

Use LIB-LCS to ask questions about LCS (the Library Computer System). Typical questions include: how can I renew my own books, how do I search the Urbana collection and where can I obtain more information about LCS. (To get the answer to all three questions use INFORM LIBRARY, selecting UNIV LIBRARY and then printing a copy of Document #115, General Guidelines for Searching LCS.)

LIB-LUIS

Use LIB-LUIS to ask questions about LUIS, the on-line catalog. Typical questions include:

1. When will periodicals be included in the database? (They are gradually being added as staff time is available.)
2. How can I obtain a printed copy of my search results? (By using the PASSTHRU screen dump, refer to the INFORM Document #116, User's Guide to LUIS.)
3. How do I contact LUIS from my computer account? (By typing the CMS command LUIS and <enter><enter>. For more information, enter HELP LUIS in CMS.)

LIB-REF

LIB-REF is the electronic mailbox of the Main Library's Reference Department. It should be used to ask reference questions in the social sciences and humanities. Examples of the sorts of questions you can ask using LIB-REF include "When did men first land on the moon?" and "What is Harry Truman's middle name?" Every effort is made to answer all questions the day they are received.

LIB-SCI

LIB-SCI messages are sent to the Science Library mailbox. This NOTE can be used to:

1. Request that items be paged from storage. Items will be available at the Science Library Circulation Desk within 24 hours, or on Monday morning if the request was made during a weekend.
2. Receive answers to reference questions such as factual data or citation verification. Questions will be answered within 24 hours.
3. Discuss the possibility of an online search and/or set up a search appointment. Requests for an appointment should include a brief topic statement and 3 or 4 possible times you will be available.
4. Ask questions regarding any Science Library services.

LIB-SRCH

LIB-SRCH is supported by the Science Library and the Main Library's Reference Department. It can be used to request a computerized search of commercially produced databases made available by vendors in New York and California. When a user uses LIB-SRCH a form appears on the screen asking the user for the information a librarian needs to search these databases. The databases available cover many disciplines in the sciences, social sciences, and humanities. Charges for these searches range from $20 up to $150. Results can usually be delivered within one day, although if cost-savings options are used the results can take up to five days.

## SYSTEM OVERVIEW

The Iowa Computer Assisted Network (ICAN) is designed to transfer computer files of interlibrary loan requests, reference requests, general messages, item status reports, and message confirmations among Iowa libraries.

Each ICAN site creates, processes, and transmits interlibrary loan requests and reference questions using an Epson Equity I (or other IBM-compatible) computer, a US Robotics Courier HST modem, a Micoline 182 Plus Okidata printer, Reflex (database manager), and inTalk (communications program).

The Epson Equity I and IBM-compatible microcomputers include a processor, memory, VDT (video display terminal), two floppy disk drives or one floppy disk drive and hard disk, and keyboard. A Microsoft mouse device is used to point on the screen and reduces use of the keyboard in programs such as Reflex and inTalk.

The Courier Modem enables the computer to communicate with other computers using telephone lines. Telecommunications capabilities include the transfer of files between users and the central computers of commercial systems and utilities.

The printer is used to transfer machine readable files to paper. The images and text on the computer can be printed as they appear.

Reflex is a database management program which stores and organizes data. Information can be manipulated and retrieved according to the user's requirements.

InTalk is a communications software program which enables the user to establish online linkages between computers. The program is designed to maximize the efficient transmission and receipt of files.

The central site (or hub) of the ICAN system is a central computer which receives all of the files transmitted by participating libraries. A number of functions are performed at the hub. These activities include the following tasks:

1. Each day the interlibrary loan requests and responses are received, sorted, and sent to the destination ICAN sites.
2. Weekly status reports for interlibrary loan requests are transmitted to each ICAN site from the central site.
3. Reference requests and responses are received and transmitted as files through the message facility of ICAN. Tracking of the reference requests and responses is provided by the central site but the responsibility for sending and receiving rests solely with each participating library.
4. General messages are received and transmitted as files through the message facility of ICAN. Tracking of messages is provided by the central site but the responsibility for sending and receiving rests solely with each participating library.

The Libraries
Massachusetts Institute of Technology
Cambridge, Massachusetts, 02139

Office of the Director

TO: LIST A

FROM: Amira Aaron AA

DATE: November 18, 1987

RE: USE OF GEAC ELECTRONIC MAIL (GEM) IN THE LIBRARIES

The following guidelines for the use of the Geac Electronic Mail facility (GEM) in the MIT Libraries are based on the recommendations of the Electronic Mail Task Force and a review by Steering Committee. Members of the Task Force serving with me were Sheelah Britt and Donna Webber.

One of the major recommendations of the Task Force was to establish as few guidelines as possible for the use of electronic mail and to expect it to be used in much the same way as our present telephone and mail systems. In addition to improving the timeliness and efficiency of communication in the Libraries, electronic mail should be enjoyable to use.

The following specific guidelines should be followed when using Geac Eletronic Mail in the Libraries.

Privacy

Passwords should be changed on a regular basis, especially due to the present inability to blank out the password when it is typed in.

The brightness of the screen should be turned down when one leaves the terminal in the middle of reading or sending electronic mail.

Mail on a terminal screen should be treated as regular mail; messages should not be read over someone's shoulder, unless one is specifically asked to do so.

Potentially sensitive messages should not be sent over electronic mail, but should continue to be handled in the same manner as is presently done.

Assignment of Mailboxes

The Task Force recommended a phased approach for the assignment of mailboxes. Mailboxes will initially be assigned to department and other unit heads, members of major committees, all staff in Administrative Services and the Director's Office, staff assistants in each department (departmental mailboxes), and units that send requests to RSC (e.g., humanities reference). Further assignment of mailboxes will depend on an assessment of system performance.

The Systems Staff will be responsible for assigning new mailboxes. An "application" form is attached, copies of which should be used when requesting new mailboxes. The signature of the Department Head is required in order for a mailbox to be assigned.

Format of Names on Geac Electronic Mail

Geac offers the possibility of three variants of a name for use in GEM. The Task Force has recommended that the first two variants be specified as follows: 1) first initial.last name (e.g., J.LUCKER); 2) initials used at work (e.g., JKL). The third variant should be left to the discretion of the individual, who may wish to use their first name, nickname, or other designation within reason. Alternates for each variant should be given on the application form, as duplicates in the system are not allowed.

Checking Mailboxes

As a general rule, mailboxes should be checked a minimum of twice a day; once after 9:30 in the morning and once in the afternoon. Checking mailboxes more often should be encouraged. This will of course be easier when everyone has his or her own terminal for electronic mail. Contingency plans for vacation and sick days should be worked out by the individual.

Retention and Distribution Guidelines

Messages should not be retained online once they are read and should be cleared within two days. No more than 20 messages should be kept online at any one time. All messages over a week old will be cleared automatically by the Computer Room. Important messages or those which need to be seen again should be printed immediately. Back-ups of data will only be kept for the past week.

Responsibility for keeping copies of documents sent online should be the same as that for documents now distributed on paper. The office responsible for issuing a policy statement, decision, official information, or data on the development of a policy is responsible for its retention. Minutes of a committee should be retained officially by the committee chair.

List A memos may be sent online to all departmental mailboxes and should be designated as such. Departments will be responsible for ensuring that these memos are printed and distributed promptly (within the day) to all staff, even when the staff assistant is not present due to illness or vacation.

Training and Documentation

The Systems staff is responsible for training and documentation for GEM. A brief user instruction guide has been developed. Help commands online are very good and will provide most of the instruction necessary.

Use of Electronic Mail for RSC Requests

An online template is available on GEM, listing the data elements needed in order to send RSC requests online. A test site has been used to finalize procedures. Library units will receive instructions for using the online RSC request form as the mailboxes are assigned.

# DELIVERY

## Abstract

The DELIVERY program provides a means for creating, sending, receiving, and archiving requests for library materials between six libraries on Northwestern University's Evanston and Chicago campuses. It thus provides an automated alternative to Northwestern's long practice of telephoning requests for books and photocopies among all staff in interlibrary loan operations, a practice which must be done when both requesting and filling departments are open, which interrupts clerical workflows, requires accurate and time-consuming transcription of bibliographic information conveyed over the phone, and involves unnecessary duplication of effort to maintain transaction records for statistical purposes. It is currently being used to handle transactions between the main library and the Schaffer Library, ten miles away on Northwestern's Chicago campus, a library which serves Continuing Education Division students; evaluation of the program's suitability for other libaries of the University is proceeding.

DELIVERY is a DOS batch file program which provides a user interface to control two commercial programs: PC-FILE III[1] for entering and subsequently utilizing requests for material and CROSSTALK XVI[2] for transmitting those requests from any one library among the six possible participating libraries to any of the other libraries. DELIVERY displays menus for the operator to select entry of requests or messages, send files, set up the microcomputer to receive files, and accomplish other tasks. In addition to the batch file itself, the application disks contain files which define the appropriate structure and content of the PCFILE request records, and communication "script" files which completely control the functioning of CROSSTALK's sending and receiving of PCFILE requests and messages.

---

1. Version 4.0, $55.00 from ButtonWare, Inc., P.O. Box 5786, Belleview, WA.

2. Version 3.62, $99.00 through various mailorder discount houses, or at retail from Microstuf, Inc., 1000 Holcomb Woods Parkway, Roswell, GA.

# SAMPLE E-MAIL INSTRUCTIONS

39

University of California at Berkeley Library
Sciences Libraries Department

# UNIX E-MAIL

## ELECTRONIC MAIL

### *READING MAIL:*

| SYSTEM: | YOU ENTER: | NOTES: |
|---|---|---|
| % | Mail | |
| (Responds with brief information about mail with numbered message list.) | | |
| & | <return> or t# or # | *Pressing the <return> key will present the messages in the order listed. There are 2 versions of mail on UNIX, one designated by "Mail" one by "mail". The latest version is Mail and uses "t" with the message #. Reportedly, both systems work very similarly.* |
| (Reports message(s) in full.) | | |
| & | q or x | *q - quit, saving ma. msgs. in mbox*<br>*x - quit, leaving msgs as are* |
| % | | *? for HELP online*<br>*d# to delete a numbered message (must use q to exit to get d to work)* |

## ELECTRONIC MAIL

### *SENDING MAIL:*

| SYSTEM: | YOU ENTER: | NOTES: |
|---|---|---|
| % | Mail login@system<br><br>(e.g., Mail engport@violet)<br>*(Separate multiple addressees by spaces)* | *The "@system" is not necessary unless the recipient is on another UNIX system, but it is a good practice to develop.* |
| Subject: | (Enter a subject-header, a brief, one-line descriptive title of your mail message.<br><br>Press <return> to get to a new line. Begin the text of the electronic message you wish to send, pressing <return> at the end of each line.<br><br>When the message is complete, again press <return> to get to the beginning of a blank line.) | *You can edit only the current line of your message or by utilizing a syste "editor" such as vi. Once the return ke is pressed, the line is "processed".*<br><br>*One text said not to use the BACKSPACE key to erase because it somehow shows up, the CONTROL/H.* |
| (No response from system during this time.) | Enter:<br>Control/D | *This command sends the completed mail message to the designated recipient* |
| (There may be a few seconds of processing time and then the shell prompt, "%" will again appear.) | | |

*~? for HELP c..in*

*"Mail consult" to send questions to Computing Cente consultants*

*Consulting Office*
*2-4072; 10-12:00*
*2-4:00 M-F*
*(206 Evans)*

## ADDITIONAL USEFUL COMMANDS

1. To stop the scrolling screen when reading your mail, the <CONTROL/S> keys pressed simultaneously will halt the screen text. The <SPACEBAR> will restart scrolling. (CONTROL/Q will also undo the halt function.)

2. To immediately reply to the message-sender of a message you are reading, you may use the R (upper case) command.

To reply to the message-sender and all recipients of the original message, use the r (lower case) command.

3. The Alias Command allows you to substitute a few letters or a short word for a single Shell command or a complete Shell command line. To make such a change, in the Shell, enter:

alias newword oldword <return>

or alias newword 'old phrase' <return>

Note: The alias command only remains in effect for the current login session, unless it is made a permanent feature of your account.

You make permanent changes in permanent files, e.g., your .login file. Call up your .login file for visual editing by entering:

vi .login <return>

Be very careful typing so you do not alter this file except with your alias commands. You may place whatever alias commands you wish and then exit to the Shell. For example, if you wish to alias the command logout, enter:

alias yourword logout <return>

This command will be useful for the Head, Science Libraries Department and others who will want to create a simple alias address for several science libraries in the .mailrc file. The command "Mail sci", for example could alias all 14 libraries.

4. Carbon copies of your mail may be obtained. You can set a carbon copy-query response that will be activated automatically when you send mail. After you press the Control/D keys to send a mail request, you will be asked "cc:". If you do not want a copy for your own mail file, simply press the <return> key to the cc: prompt. If you want a copy for yourself, enter your login (without the computer name, e.g., engport instead of engport@violet). If you want copies to go to others, enter their complete e-mail addresses with spaces in between (e.g., chris@moe baker2@garnet santa@northpole).

To set the "cc:" request, open the .mailrc file in your home directory. Enter:

vi .mailrc

At the start of a line type:

set askcc

and leave the file. Voila: it is done. To open a new line to add the command, use o (or O) for open and to put yourself in Append: press <escape> when you wish to get back to Command Mode and ZZ to get back to the Shell.

5. For an online mail help manual, enter at the Mail prompt (&), help mail intro or help mail. Tilde ? (~?) will also give help on some systems.

6. For complete confusion, one computer consultant says pressing Control/Z will get you out of any difficulty!

## COMPUTER ACCOUNTS FOR LIBRARY EMPLOYEES

New Library employees are assigned computer user IDs which permit access to Cyber A, Cyber B, and the Library's Online Information System. The Cyber A user ID is used to send electronic mail (VMAIL) to administrative users, and to read GTNEWS,LIB the internal library bulletin board. Cyber B is used to send VMAIL to students and faculty, and to read the other GTNEWS bulletin boards. The Library user ID is used to access the Online Information System which consists of the Georgia Tech Library catalog (GTEC) and other commercial databases.

## CYBER A MAIL AND NEWS SYSTEMS

### I. LOGGING ON TO CYBER

To use the Cyber computers, you must first connect with GTNET, the Georgia Tech campus network. If you are using a terminal, turn it on and hit the carriage return key several times until the network prompt (>>) appears. If using a PC, you must "boot" using the DOS operating system; then insert or call up the communications software you wish to use. Then hit carriage return until you see the network prompt. The Systems Department (ext. 4518 or 4536) can assist you with these operations, if needed.

After the network prompt, type in: CONNECT *OCS CYBER A

or if you want Cyber B, type in: CONNECT *OCS CYBER B

Several messages will appear on the screen. If the Cybers are available, you should see the logon sequence appear on the screen.

| | | | |
|---|---|---|---|
| Cyber A will say: | FAMILY: | Reply: | ADMIN |
| | USER NO.: | Reply: | [your user no.] |
| | PASSWORD: | Reply: | [your password] |
| Cyber B will say: | FAMILY: | Reply: | CYBERB |
| | USER NO.: | Reply: | [your user no.] |
| | PASSWORD: | Reply: | [your password] |

If you make a mistake, the logon procedure will be repeated. If you fail after several tries, call the Systems department for assistance.

Sometimes you will be asked for APPLICATION: immediately after logging on. Hit the carriage return key to bypass this prompt.

System messages will be displayed after the logon procedure is completed.

When you have successfully logged on, Cyber will display a "/" which is the prompt for you to enter commands and begin working.

## II. VMAIL

If you have received new mail, Cyber will say:

YOU HAVE NEW MAIL

To read your mail or to send mail, at the / prompt type:

VMAIL

and hit the carriage return key.

**Reading your mail**: If you have mail, VMAIL will give you a list of the messages you have received. You can read each of those messages in the order specified simply by pressing the carriage return at the MSG prompt. If you want to read them out of sequence, you may use the "read" command and the number of interest for example, "r 4" will read message number 4.

**Creating and sending a message**: To create a message to send to someone, use the "create" command. For example, type in "c jones" to create a message to someone named Jones. If there is more than one Jones in the system, VMAIL will list them for you and let you choose the one you want. You can also input "c polly jones" which will get a more direct "hit". You may also address a message to a person's user number, if you know it; for example, "c li401xx".

VMAIL also prompts you to enter a SUBJECT field. If you wish to enter a subject line in your message, type in your subject here. You may bypass this option by hitting a carriage return.

After you have "addressed the message," VMAIL switches to the "input" mode and prompt 1I? (for "first line of input") will appear. You may now enter your text, ending each line of input with a carriage return. Input lines are limited to 72 characters. Input lines longer than 72 characters will be truncated. You may use both upper and lower case. When the message is complete, and you are ready to send it, type the command .s at the beginning of the next line.

In order to use other VMAIL features, while in the input mode, you must use "dot-commands." A dot-command always uses a period followed by a letter which stands for the command. To see what dot-commands are available, enter the dot-command ".h" at the beginning of an input line. Some frequently used dot-commands are:

| | |
|---|---|
| .l | Lists the message you're writing. |
| .n | Notifies you that your message has been read. |
| .q | Lets you quit without sending the message. |
| .r | Lets you retype a line, e.g., .r 5 means retype line 5. (If you make a mistake, you must retype the entire line). |
| .s | Sends the message. |

.v Lets you view the message that you're answering.
.w Writes the message to a file for later reference.

Remember, if you enter a command while in the input mode, you must precede the command with a dot, and the dot command must begin a new line.

There are other useful VMAIL commands which are not dot-commands. These commands are entered at the MSG? prompt. Frequently used commands are:

| | | |
|---|---|---|
| I | "Inbox" | Lists all messages in your mail file. |
| F | "Forward" | Forwards a message to another VMAIL user. |
| A | "Answer" | Sends an answer to the user number from whom you have just received a message. |
| D | "Delete" | Removes a message from your inbox. |
| U | "Undelete" | Reinstates a message that you may have inadvertently deleted, but only if you haven't ended your VMAIL session. |
| E | "Exit" | Exits the VMAIL system and returns you to NOS. |

Carbon Messages: To send a message to two or more people, enter the command "c carbon" followed by a carriage return. Then list on separate lines the names or user numbers of the individual addresses, and finish the list with a carriage return.

Exiting VMAIL: To exit VMAIL, enter the command "e" at the MSG prompt.

How to get your name connected to your user number for the directory: VMAIL has an online directory of names which it uses to identify the people on the system. If your name is in the directory but not connected to your user number, you should log on to the computer under your permanent account, type sign-up and follow the instructions given. If you are a new Georgia Tech employee, your name may not be in the online listing yet. Wait a few weeks and try to sign-up again. You can still send and receive mail, however, by instructing your coworkers to send mail to your user number. The form titled "VMAIL DIRECTORY UPDATE REQUEST" is also used for this purpose. By filling out the form and returning it to OCS, your name will be linked to your user ID. If you have problems with VMAIL, contact the Systems Department, or User Services at the Computer Center (x4660), or

send mail to the VMAIL manager. (using the command "c manager").

Guidelines for using VMAIL: You should get into the habit of checking your mail daily. Mail messages that are not read within fourteen days are deleted from the system. If you check your mail regularly, you won't miss important messages.

You should also change your password at least once a month. Change it immediately if you suspect that an unauthorized person is accessing your account. (See below).

## III. CHANGING YOUR PASSWORD

A password may be 7 characters or less. You may use any combination of letters or numbers.

To change your password, logon to Cyber A and at the slash, input:

**PASSWOR,[oldpassword]=[newpassword]**

example:

**PASSWOR,SHEBANG=PUPPET**

Please note, the command is passwor, not password. Contact Systems & Database if you forget your password.

Please note also that you cannot send VMAIL from Cyber A users to Cyber B users and vice versa. Cyber A is used by library employees mainly to send mail to other library and administrative users. Use Cyber B to send mail to students and those faculty who use Cyber B.

U of M Docname: **MANMAIL**

Date: **May 23, 1986**

Source: User Services
Computer Centre
University of Manitoba

# MANTES Electronic Mail

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# 1. MANTES COMMUNICATION FACILITY

There is a very useful communication facility available on the system through MANTES. This facility makes it possible to send messages through the computer from one user to another, using the MANTES commands TALK, MAIL and ACCEPT. The commands COMPOSE, REPLY and READ can also be useful aids to communication.

Except for TALK, which allows interactive conversations, the new mail system works with messages that are entered into MANTES files. These files are then copied to the Post Office for later acceptance by the recipients. Using files for messages makes it easy to send messages of any length. When MANTES first allocates an aggregate GROUPA for a new user, it creates a directory called MAILBOX in the aggregate. This is where message files will be stored.

# 2. WRITING MAIL

If you wish to send a message, you enter the message in a file. Normally this file would be in your aggregate GROUPA under the directory MAILBOX although it is possible to mail other files as well.

Mail files must have a properly formatted header. This can either be added by MANTES as the file is mailed or stored as the first few lines of the file. The easiest way to create a file with a proper header is to use the COMPOSE command.

## 2.1 THE COMPOSE COMMAND

To use the COMPOSE command, you need to know the USERID of the intended recipient. You should also specify the subject of the message. You would enter:

**COMPOSE #JOE 'NEW PROGRAMS'**

If you are not LOCATED to GROUPA, the COMPOSE command will do the locate for you. (This is not hampered by a an earlier LOCATE to GROUPA.) COMPOSE will then create a new file under GROUPA for your mail. To generate a name for your file, COMPOSE first uses the characters "TO_", followed by the userid you specified, and a sequence number. (All of the files under MAILBOX that MANTES names for you will have a sequence number.) Thus, the example command above would

create a file named TO_#JOE1. The header put into this file would look like:

```
1. To:      #JOE
2. Subject: NEW PROGRAMS
3.
```

All message headers must have a "To:" line and a blank separator line before the text of the message. If you wish, you can also enter a "From:" line, but this is not necessary, as MANTES always checks for a correct "From:" line when the file is mailed, and adds it if necessary.

If you are using the standard "character-mode" form of MANTES, and you try the COMPOSE command, you will notice that the cursor ends up on line four, like this:

```
4. _
```

You now enter your text just like any other input. The characters you enter can be in uppercase or lowercase as you choose. When you are finished, you press <RETURN> to get back to the MANTES command prompt. You can then list the file and make any changes to the file that may be needed. You can even append to the "To:" and "Subject:" lines of the header if you wish to send the file to more people or explain your subject further. The header lines can be continued onto two or more lines if the continuation lines begin with a blank.

For those who have access to full-screen MANTES, if you are working in "block-mode", the COMPOSE command will look just a bit different to you. You will see the header of the file displayed on the terminal, and the cursor positioned at the beginning of the text section of the file. You can use the normal full-screen editing procedures to add to the existing lines and enter your text at the end of the file. Remember that you need a blank line between the header and the text.

You now have a file ready for mailing. Of course, if you prefer not to use the COMPOSE command, you can write a file (in any MANTES group) in the same format using CREATE and INPUT. However, if you enter a header in the mail file, you must make sure it has a valid format. You must have "To:" (in any mixture of uppercase and lowercase) at the beginning of one line, optionally followed by lines beginning with "From:" or "Subject:". There should also be one blank line between the header and the text of the message.

# 3. SENDING MAIL

## 3.1 THE MAIL COMMAND

The simplest way to mail a message is to compose a file as given above, and then enter:

**MAIL**

The mail command used without any designators causes the current working file to be mailed to the users listed on the "To:" line. This of course implies that the file must have a header with a correct "To:" line.

The MAIL command always adds a "Date:" line to the transmitted file, so the recipient will know when you sent it. It also checks the header for a "From:" line. If it doesn't find one with your userid, it adds that too.

If you wish to mail your current working file to #JOE, and the file does not have a header, you would enter:

**MAIL TO #JOE**

If your userid is "#DOE", this adds the header:

```
To:    #JOE
From:  #DOE
```

to the file, and mails it to #JOE.

You can also specify the "Subject:" line on the MAIL command using:

**MAIL TO #JOE SUBJECT='REMINDER'**

or

**MAIL TO #JOE 'REMINDER'**

This will add a subject line to the transmitted header.

You might wish to mail a file which is not your current working file. This is also possible. The file does not even have to be in your GROUPA. Suppose you are writing a paper, and your professor wants a copy of your source for chapter one. The command to mail it might look like:

**MAIL G=THESIS F=CHAP1 TO DRJONES 'FIRST DRAFT'**

If you were located to the group THESIS, you would only need:

**MAIL CHAP1 TO DRJONES 'FIRST DRAFT'**

MAIL also has a facility for coping with very short messages that aren't worth the trouble of entering into a file. For instance:

**MAIL TEXT('COFFEE FRIDAY AT 3?') TO #JOE**

sends #JOE a message, complete with header, but doesn't clutter up your aggregate with extra files. If the recipient is logged on, you can also use the TALK command, which is explained later in the document, to send messages without creating a new file.

The MAIL command can be used to make suggestions about changes and improvements to MANTES. This is done simply by mailing a message to the suggestion box (userid SUGGEST).

**MAIL IDEA TO SUGGEST**

sends a copy of your file "idea" to the MANTES Administrator.

## 3.2 MAILING TO MULTIPLE USERIDS

As you have seen above, you can compose a file with list of userids on the "To:" line, and have the file sent to several people. Alternately, you can give a list of userids on the mail command:

**MAIL MEMO TO #JOE,#JILL,DRJONES**

However, if you make a habit of sending the same mail to a group of people, this can get a bit tedious. MANTES allows you to create in your GROUPA a special file called NICKNAMES that MAIL will use to look up the userid list. The nicknames file can be entered in any mixture of uppercase and lowercase.

## 3.3 NICKNAMES

Suppose that in addition to sending a lot of messages to your friends #JOE, #JACK and #JILL, you often forget your thesis advisor's userid, and would rather just refer to him as PROF. If you create a file in GROUPA called NICKNAMES that looks like this:

```
1. FRIENDS: #JOE,#JACK,#JILL
2. PROF: DRJONES
```

then, if you use FRIENDS or PROF instead of a userid in any of the commands above, the real userids will be substituted for you. You can even add the line:

3. CLASS: FRIENDS,PROF

Lines 1 and 3 above are called listname definitions. A listname definition can be continued onto several lines if the new lines begin with a blank.

If you create a nickname "ME", it will be added to all mailed messages in the "From:" field. This is useful because the nicknames file allows a comment to be prefixed to the userid. If your userid is #DOE, and you have:

4. ME: Jane Doe <#DOE>

defined in your nicknames file, then you will have the "From:" line:

From: Jane Doe <#DOE>

added to all your messages. The characters "<" and ">" are used in the nicknames file to delimit the actual USERID to which the nickname is translated.

You can add comments for your own reference to the nicknames file, by appending the characters "--" and the comment to the end of the line, for example:

2. PROF: DRJONES -- thesis advisor

Any userids containing the character "@" (the AT sign) must be enclosed in quotation marks.

## 3.4 MAILING TO OTHER UNIVERSITIES

NETNORTH is Canada's version of BITNET, a network providing electronic mail service to many universities. The University of Manitoba is now part of this network and full support for electronic mail is imminent. Other documentation on BITNET will be published in the months to come. Some support for this system is now in place though delivery of mail is not totally assured. Some messages may be inexplicably lost. Confirmation requests are recommended.

Student users (# userids) will not have access to this facility. Access to the BITNET-type networks NETNORTH (Canadian), BITNET (American) and EARN (European) is available using MAIL. If you know the userid and site of someone who has access to NETNORTH, you can try sending him a message.

For example, if you know someone named Tom who is SMITH5 at NETNORTH site CALGARY, you can try:

**MAIL LETTER TO SMITH5@CALGARY**

or you can include him in your nicknames file as:

5. TOM: SMITH5@CALGARY -- Tom Smith, netnorth address

Anything mailed to TOM then would be sent through NETNORTH to CALGARY.

Our site is UOFMCC. If John Doe was to use the nickname:

1. ME: John Doe <JDOE@UOFMCC>

then his out-of-province correspondents would know how to answer his mail. If someone on the University of Manitoba system happens to "MAIL TO JDOE@UOFMCC", it won't matter, because MAIL will interpret it as "MAIL TO JDOE". For internal mail, MAIL recognizes that the message does not have to go through the network, so the site name is ignored.

## 3.5 CHECKING MAIL RECEPTION WITH THE READ COMMAND

Having now sent ten or twelve messages to poor DRJONES and not having received a reply, you may be wondering if he hasn't received them yet, or if he just doesn't know how to answer you.

The READ command gives you a chance to find out. If you enter:

**READ DRJONES**

it will list on your terminal all the messages that you have sent to DRJONES that haven't been accepted yet. Note that nicknames don't work in the READ command, so READ PROF will only tell you "NO MESSAGES FOR PROF FROM #DOE".

If DRJONES does have twelve messages waiting from you, you may not want to read all of them. You can shorten the list using the NUMBER designator on the read command. NUMBER has two operands, the number of messages, and the number of lines per message. Thus,

**READ DRJONES NUM=1**

will read only the oldest of your messages waiting for DRJONES, and

**READ DRJONES NUM=99,1**

will read only the first line (the "Date:" line) of each of the messages waiting (up to 99 of them).

READ also allows you to change your mind. If you regret having sent insults to DRJONES, you can enter:

**READ DRJONES DELETE**

This will display the messages on your screen and delete them from the Post Office. You can also choose to delete only the oldest messages. However, to delete a newer message you must also throw away all the ones before it.

**READ DRJONES NUM=3 DELETE**

gets rid of the three oldest messages waiting for DRJONES.

Note that you cannot read messages sent by other users to DRJONES.

## 4. RECEIVING MAIL

Sooner or later, any mail waiting for you at the "Post Office" should be moved into your own MANTES group. Normally, this would be done at every signon. If you don't mind the interruption, you can also receive mail whenever you see the notice:

** mail waiting from ____ **

displayed on your terminal.

### 4.1 THE ACCEPT COMMAND

Mail can only be accepted into the MAILBOX directory of GROUPA. If you aren't located to GROUPA when you enter:

**ACCEPT**

then MANTES will attempt to do the LOCATE for you. If this happens, you will see the notice:

Now Located to GROUPA

If there is mail for you, a new file will be created under MAILBOX for each message. The files are named with the userid or nickname of the sender followed by a sequence

number. The names of the new files will be displayed on the terminal. Using the earlier examples again, you accept a message sent by DRJONES, you will see a notice like this:

New Mail has arrived: List PROF12

The file PROF12 is just like any other MANTES file. It can be listed, then retained for later reference or destroyed as the recipient chooses. You will eventually want to destroy the mail files you no longer need, to reduce the clutter in your MANTES group and make room for new messages.

## 4.2 THE "DO NOT DISTURB" FACILITY

It can be annoying to receive the "mail waiting" notice while working on a project that's due in 10 minutes, or printing off a "final copy" on a hardcopy terminal. Although MANTES does not directly support message suppression, you can delay notification messages with the command, (in MANTES):

**TSO PROFILE NOINTERCOM**

This will prevent the "** mail waiting from ___ **" notice from being displayed on your terminal. If you do not ACCEPT messages at the next MANTES signon, you will get the "mail waiting" message then. When your intercom is off, the mail system will behave in the same manner as if you were logged off. This means that other users cannot communicate with you using any other message facility.

After you turn your intercom off, it will remain off, even from session to session. To turn your intercom back on, so notices can be sent to you during your sessions, you would use the command:

**TSO PROFILE INTERCOM**

If you are making a good copy of something at a terminal, and it is important that even operator and system messages are turned off, you may use the command:

**TSO PROFILE NOOPMSGS**

This command will stop all messages sent by the operator, and even the system, from appearing at your terminal.

Since this command will also carry over from session to session, it is very important to turn this back on when you can. Operator and system messages are necessary and should not be suppressed without reason. To start accepting operator and system messages again, use the command:

**TSO PROFILE OPMSGS**

If you find that you are not receiving mail notices or that the expected operator or system messages are not showing up at your terminal, you can check the settings of your TSO PROFILE with the MANTES command:

**TSO PROFILE LIST**

## 4.3 CHECKING FOR MAIL WITH THE READ COMMAND

When someone sends you a message, you receive the notification:

** mail waiting from _____ **

either immediately or at the next signon. If you don't recall seeing this message, or you think several may have gone by since the last time you accepted your mail, you can check the Post Office to see what is there. This is done using the READ command, much as outlined above.

If you enter:

**READ**

all the messages waiting for you will be listed on your terminal, but NOT moved into your MAILBOX.

**READ NUM=99,4**

Will list only the first few lines of each message (part of the header). You will note that each message is preceded by a notice giving the number of lines in the message. Thus you can check to see if any of the messages are particularly long.

If you see a message that you do not want to ACCEPT into your mailbox, you can delete it.

**READ DELETE**

displays all your messages in the Post Office, then destroys them. The NUMBER designator can be used here to indicate how many messages (beginning with the oldest) should be deleted. It can also be used to suppress the full display of the messages.

**READ NUM=9,0 DELETE**

gets rid of up to nine old messages while only displaying the record count of each message on the terminal.

## 5. ANSWERING MAIL

Clearly, a separate facility for answering messages is not required, since a facility for sending messages has already been provided. However, MANTES does provide an extra command that helps to set up the header for replying to a message.

### 5.1 THE REPLY COMMAND

Suppose that #DOE has just listed the mail in file PROF12. The message may require an immediate response. She enters:

**REPLY**

which creates the file TO_PROF13, copies the "From:" line of PROF12 to the new "To:" line, and copies over the "Subject:" line from PROF12 as well. Then #DOE proceeds exactly as if she was using the COMPOSE command, MAILing the file after the text has been entered.

If she then decides that she should send an answer to the message in another file, say PROF8, she would enter:

**REPLY PROF8**

which would create the appropriate header in a new file TO_PROF14 for her reply.

## 6. ORGANIZING A MAILBOX

As you can well imagine, a talkative person will soon collect a dozen or two mail files from several different people. To keep your mailbox tidy, MANTES is willing to assist in organizing your mail into "folders" (MANTES directory files). You may wish to keep all mail to or from a particular person in one folder. To do this, create a file named with the person's nickname or userid under the file MAILBOX.

You can also create a folder named with a listname, such as FRIENDS. If one of the userids included in the listname has a folder of his own, all mail to or from that person will be put in his folder, and all other mail associated with the list of userids will go in the listname folder.

When you accept or compose mail, MANTES first tries to find a folder under MAILBOX with the recipient's userid or nickname. If none is found, MANTES checks the nicknames file, searching for the first listname that includes the user. If there is a folder for that listname, the file is created under it. Otherwise, the file is created directly under MAILBOX.

MANTES assists you further by adding attributes to the files in MAILBOX. If you enter:

**DISPLAY MAILBOX ATTRIBUTES**

(abbreviated as D MAILBOX AT), MANTES will show you the file structure of the mailbox, complete with the subject of each message.

# 7. CONVERSATIONS IN MANTES

## 7.1 THE TALK COMMAND

The TALK command provides an additional facility for sending messages to others who are currently using MANTES. Unlike MAIL, to use TALK risks having the message scroll off the recipient's terminal before he has read it, so MAIL is more appropriate for important messages. The TALK command sends only text strings, not whole files. The messages cannot be stored for future reception. The syntax of this command is:

**TALK 'message' TO userid**

This sends a one line message to the specified user.

To carry on a conversation with the user, you only need to enter:

**TALK TO userid**

and MANTES will prompt you with

Talk:

You enter in lines which are transmitted to the user one by one as soon as you press return. To terminate the conversation, just press return without entering anything else on the line. If the person you are talking to logs off, or turns off his intercom, you will get the notice:

Nobody is Listening

## 7.2 ANYONE LISTENING?

Since you can only TALK to someone who is logged on, you will want to find out who is logged on to the system. use the command:

**QUERY USERS**

which can be abbreviated to " Q U ".

This will list all the users currently logged on. To determine if a particular user is logged on, you may issue the command with a userid as in:

**Q U=FRED**

If the response is "FRED", then user FRED is logged on. If you get the response "NO USER(S) MATCHED", then FRED is not logged on. You can also determine all the users logged on who have a userid starting with a certain letter(s) by adding an asterisk to the letter(s). For example:

**Q U=#***

will list all the users logged on having userids starting with "#".

**Q U=A*:Z***

will list all userids in the A to Z range that are logged on.

If you have checked that a user id logged on before trying to TALK to him, and you still get the message:

Nobody is Listening

then the user must have turned his intercom off, indicating that he does not want to be disturbed. You can MAIL him a message to be accepted later.

SELECTED SECTIONS

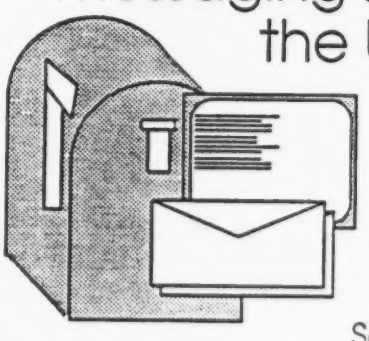
PENNSTATE

UNIVERSITY LIBRARIES

# A Look At MAIL

(Honeywell Information Systems CP-6 MAIL Release B00)

## The beginner's guide to the electronic messaging system of the University Libraries



September 1987

Documentation developed by Microcomputer Support Services in conjunction with Library Computer Operations. Refer questions and comments to Alan Claver, Microcomputer Information Specialist, W-112 Pattee

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OMITTED IN KIT

## Conventions Used in the Guide

| | |
|---|---|
| ENTER | Press the key which indicates the end of the line. Usually labeled Enter or Return on the keyboard. |
| **Helvetica Bold** | Section headings |
| New Century Schoolbook | Characters in this type style are manual text. |
| Courier | Characters in this type indicate text which has been typed by MAIL. Mostly prompts and messages. |
| Avant Garde | Characters in this type have been entered by you in response to a prompt. |

## What is Electronic MAIL?

MAIL is an interactive message handling system which provides you with capabilities for message viewing and manipulation, message preparation and message transmission. You should think of the electronic MAIL system as a combination of the local mailman, your personal mailbox and a filing cabinet in which you file all of your correspondence in one easy–to–use system.

Messages are sent by addressing the person with a registered name. Several options can be specified when a message is sent, such as copies, blind copies and return receipt. When you receive a message, it includes the sender, the subject, date and other important information. Messages are stored in files called "folders".

After you read a message, it can be filed away, acknowledged, answered, forwarded or deleted. Additional folders can be created to file your messages, as you would in a filing cabinet.

The electronic MAIL system does away with much of the paper that you normally use. Once you are accustomed to corresponding through your terminal, you will notice a significant productivity increase.

## What is a Message?

A message is the term used in MAIL to describe the combination of a message and accompanying address. A MAIL message contains not only the body of a message, but also the address, date and time, status (new message, file copy, etc.), a message description (an acknowledgement, an answer or a forwarded message) and the name of the sender. Messages are identified by number. Each message is numbered sequentially by the MAIL processor. The message number is specified with some commands when you want to process or manipulate the message.

When you send a message, you need to address the message using a valid user name or names. In general, you specify an address by entering the three initials assigned to each authorized MAIL user. MAIL contains a complete directory of users which can be consulted to determine the correct mail address. More on this topic later in the Guide.

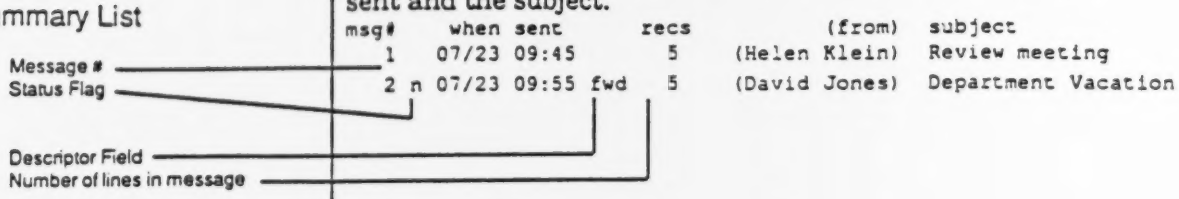
## How Are My Electronic Messages Organized?

A folder is a file which MAIL stores incoming messages. Each user has one folder, the "Central Folder" where incoming messages automatically appear. Your central folder has the same name as your 3 initials. Most people use the term "MAILBOX" when referring to their MAIL central folder. "Has my message appeared in your *MAILBOX...*" might be part of a conversation about MAIL message delivery.

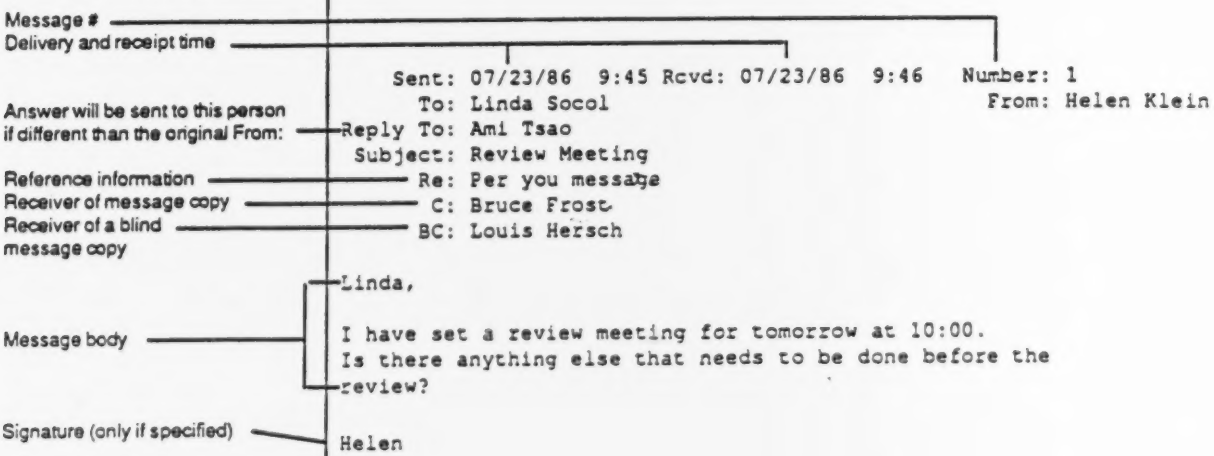
## How Does an Electronic Message Appear?

Messages are displayed two ways: as a formatted message and a one line summary. You use different commands to identify and list messages stored in your folders. Ordinarily, you'd scan the summary listing to identify the subject and sender of messages and then display each message in full for further processing. Both formats contain information such as the message sender, the date and time the message was sent and the subject.

### Summary List


msg# when sent recs (from) subject
1 07/23 09:45 5 (Helen Klein) Review meeting
2 n 07/23 09:55 fwd 5 (David Jones) Department Vacation
Message #
Status Flag
Descriptor Field
Number of lines in message

### Formatted Message


Message #
Delivery and receipt time
Sent: 07/23/86 9:45 Rcvd: 07/23/86 9:46 Number: 1
To: Linda Socol From: Helen Klein
Answer will be sent to this person if different than the original From:
Reply To: Ami Tsao
Subject: Review Meeting
Reference information
Re: Per you message
Receiver of message copy
C: Bruce Frost
Receiver of a blind message copy
BC: Louis Hersch
Linda,
Message body
I have set a review meeting for tomorrow at 10:00.
Is there anything else that needs to be done before the review?
Signature (only if specified)
Helen

The status flag can be one the following:

| *Code* | *Status* |
|---|---|
| **d** | The message will be deleted at the end of the current MAIL session. |
| **m** | The message is marked, that is, flagged for future reference. |
| **n** | The message is new and has never been examined, that is, displayed or listed. |
| **u** | The message has never been examined. A new (n) message status is automatically changed to unexamined (u) when the MAIL session is terminated regardless of whether or not the message is examined. An n status is changed to u during the same MAIL session if a summary message listing that includes the message is requested. |

The descriptor field can be one of the following:

| *Descriptor* | *Meaning* |
|---|---|
| **ack** | The message is an acknowledgement of a previously sent message. |
| **ans** | The message is an answer to a previous message. |
| **brd** | The message was sent using the BROADCAST command. |
| **dlv** | The message, created automatically by MAIL, is a delivery receipt indicating your message has been been placed in the receipient's mailbox. |
| **err** | The message, created automatically by MAIL, is a notification of some error condition caused by a previously sent message. |
| **fc** | The message is a file copy. |
| **fwd** | The message is a forwarded copy of a previous message. |

## Starting MAIL

MAIL is entered from the LIAS welcome screen. You enter:

>>>ACT initials ENTER

to activate your account. Initials is the three letter code assigned to identify you. Next, LIAS will request your password. Enter your secret password and press ENTER

- If you are a LIAS user, you can ACT your account without checking MAIL by entering
  >>>ACT initials NOMAIL ENTER

First-time users:

LIAS will notice that you are a first-time user and prevent access to the system until you assign a password to your account. You must enter the password command:

>>>PASS password ENTER

at the LIAS welcome screen. Password is your secret password you create consisting of any number of letters and digits. You must remember your password and enter it each time you activate your account with the ACT command. Please don't choose a word easily guessed (like BOOKS or LIBRARY) and don't reveal it to anyone. Also, the password is case sensitive so you must enter it in capital or lower case as originally entered.

Regular users:

LIAS will notice that you use the system regularly and will require you to change your password once a month or so. You can change the password from the LIAS welcome screen after you've ACTivated your account by entering:

>>>PASS newpassword ENTER

If you think someone else knows your password, you may change it at anytime by using the PASS command. However, if you've forgotten your password, there is NO WAY to recover it. Please contact LCO if this occurs.

## MAIL Begins

When you activate your account, LIAS starts the MAIL processor automatically and issues a default command. This command, "LIST UNEXAMINED", is executed each time you enter MAIL. It lists, in summarized form, any new messages you have received since the last time you looked in your mailbox or messages that were unexamined during your last MAIL session. After displaying the list of messages, you can begin to read and process them by acknowledging, answering, forwarding and deleting.

If there are no new messages in your mailbox, MAIL returns you to the LIAS welcome screen. You may wish to enter MAIL when you have no new messages in order to send some electronic messages. You can enter MAIL from the LIAS welcome screen using the command:

>>>MAIL ENTER

## Processing MAIL

While using MAIL you can read and process incoming messages. You may also create and send your own messages to individuals or groups. Usually you will intermix these operations – read some mail, respond to it, create your own messages, then read more mail. Commands to MAIL are simple English words, like SEND, READ, ANSWER, etc. Messages are labeled with a number identifying it for easy reference.

Once you've entered MAIL, either automatically after you've ACTivated your account, or entered the MAIL command from LIAS, you can begin processing your mail. MAIL responds with a greeting and the command "LIST UNEXAMINED" displaying the list of new or unexamined messages. All new messages are identified with an **n** (for new) status flag, unexamined messages with **u**.

```
 MAIL B00 HERE
LIST UNEXAMINED
msg#     when sent          recs          (from) subject
   1 u 06/13 09:25            2    (Helen Klein) Review
   2 n 06/16 17:07            1     (John Smith) Visitors
   3 n 06/16 17:15           31    (Linda Socol) Letter to the Board
   4 n 06/17 11:32  fwd      17  (Sandra Jones) Employee Picnic
```



57 remainder omitted through Appendix 2

## APPENDIX II

## MAIL Policy and Etiquette.

- As with all Libraries equipment and facilities, MAIL should be used only during the conduct of University business. Please, no personal messages.
- *Be careful of "over-addressing".* Using Global mailing lists indiscriminately can result in excessive mail and irate users. Please address mail to the minimum audience necessary for complete coverage of your message.
- *Check your mailbox frequently* — at least twice a day if possible. You will keep your mailbox clean and those who communicate with you through MAIL will appreciate a timely acknowledgment of their messages.
- *Keep your mailbox clean.* Don't let old messages remain in your mailbox. If you've read them, delete them right away. Keep only those messages which are active or unread.
- *Keep file copies of important MAIL messages you create.* MAIL does not automatically retain a copy of messages after they have been sent. You could lose the message if the receipient cannot receive it for some reason. Review the item on page 9 for more information.
- *Don't spill your guts!* Experience has shown that people are less inhibited in the contents of electronic mail than other forms of communications. Always think twice about the contents of your MAIL before you send. Remember, your name is on every message you send.
- Although MAIL messages are private by policy and procedure, don't send confidential correspondence via MAIL.

# LIBMAIL
# USER INSTRUCTIONS
# LIBRARY SYSTEMS DEPARTMENT

## SUMMARY

LIBMAIL is a modified version of 'mail', an electronic mailing program generally available on UNIX operating systems. Modifications were made to simplify the program, while retaining functionality, and to protect the Libraries' database and computing system from unauthorized access.

LIBMAIL is available to all user accounts on the Libraries' computer (the computer's name is Asterix). Users may send messages to any other user account.

LIBMAIL is simple to use. However, new users should read this manual and become familiar with the various commands. Because LIBMAIL permits users to mail messages to their own accounts, this capability offers an easy method for practicing commands prior to actual usage. (It is also a useful method for keeping reminders to one's self.)

In order to conserve computing resources, users should check their mail periodically, usually at least once a day, and handle their mail promptly. Old mail messages should be deleted as soon as possible.

Do not use LIBMAIL to report problems to LSD, or to request program modifications. Because the Libraries' System Department maintains files of problem reports and program modification requests, please use the appropriate form rather than electronic mail.

## MAIL NOTIFICATION MESSAGES

1. Just after logging in, users will be notified if there is any mail for the account with the message:

   ```
   You have mail.
   ```

   This is not necessarily new mail, but simply indicates that there is pending mail.

2. If new mail arrives while you are running a program, you will be notified when you terminate the program, e.g.

   ```
   New mail has arrived for cat


   Program?
   ```

3. If mail arrives while no program is in operation, the notification message will appear as:

   ```
   Program?

   New mail for cat@asterix has arrived:
   ----
   Date: Fri, 5 Jul 85 16:19:47 est
   From: test (testing account)
   To: cat

   ...more...
   ```

   The terminal may also beep at this time. The "Program?" prompt will no longer appear on the same line as the cursor. However, you can still type in the name of any program. Or you may simply press RETURN, and the prompt will appear once again on the same line as the cursor.

4. CAUTION: For accounts with multiple terminals in operation at the same time, it may happen that new mail will arrive and not be announced after quitting from a program. This would occur when one user is deleting old mail messages while another user is running an application. To avoid this situation, those areas with multiple terminals might make it a habit to delete mail only at the beginning or end of the day.

5. CAUTION: For all users it may happen that mail in transit may not be announced as the user is exiting a program. There is a gap of a few milliseconds between the monitoring of the mail message file during the running of an application and the moment the "Program?" prompt appears.

SENDING MAIL AT PROGRAM INVOCATION

1. Mail can be sent in two ways--when you first invoke LIBMAIL or while you are running LIBMAIL.

2. To send mail at program invocation type 'libmail' to the "Program? " prompt followed by one or more account names to which you wish to send your message, e.g.

```
Program? libmail math vetm phar

Program? libmail business
```

You will then be prompted for a specific addressee and the subject of your message. The specific addressee should be the name of the person to whom the message is being sent. This is necessary since several people usually share an account. If a message is intended for all persons who use a single account, the addressee can be omitted. Fill in this information as desired, e.g.

```
Addressee/Subject:  Lori/Vouchers
```

After pressing RETURN, there will be no prompt. The program expects you to begin typing in your message. When you have completed the message, be sure to sign it, e.g.

```
Voucher printing is scheduled for Monday.
--Mary
```

In order to send your message type a period in the first character position on next line, e.g.

```
--Mary
.
```

LIBMAIL will respond with the letters EOT, meaning end of transmission. The message will be delivered by Asterix to the specified account in five to ten seconds. Since your message was addressed at program invocation, LIBMAIL has finished its task and you will receive the "Program?" prompt.

3. If you make an error when typing in your message, press the ESC key. LIBMAIL will respond with the message '(Interrupt -- one more to kill letter)'. By pressing ESC one more time, you will get a prompt and can begin your letter again.

## HELP COMMAND '?'

1. A help screen of LIBMAIL commands is available by typing a question mark (?) after the "&" prompt. The following screen will be displayed:

```
                        Libmail   Commands


        ?                           print help screen
        a                           display alias list
        a <alias> <user list>       create an alias for
                                    current mail session
        d <message list>            delete messages
        h <message list>            print out active
                                    message headers
        m <user list>               mail to user names
        n or +                      goto and print next message
        RETURN                      goto and print next message
        -                           goto and print previous message
        p <message list>            print messages
        q                           quit
        r <message list>            reply to message
        u <message list>            undelete messages
```

A <message list> consists of integers, ranges of same, or user names separated by spaces. If omitted, LIBMAIL uses the last message typed.

A <user list> consists of user names or distribution names separated by spaces.

An <alias> is a single name which stands for one or more user names or distribution names.

## SENDING MAIL FROM WITHIN LIBMAIL

1. By typing 'libmail' without any account names you will either receive the message

```
No mail for 'account name'
```

or you will be presented with information similar to the following:

```
Libmail version 1.0  July 4, 1985.  Type ? for help.
"/usr/spool/mail/cat": 2 messages
>   1 phys      Fri Jun  7 08:07  14/287 "Plug meeting"
    2 ugrl      Fri Jun  7 08:10  21/592 "Staff Council"
&
```

This shows that in the account for Cataloging there are two messages, one from phys and one from ugrl. The time and the subject of the messages follow each message number. In these cases there is no specific addressee given for either message. The ampersand is the prompt within the LIBMAIL program.

2. In order to mail a message at this point use the 'm' command, e.g.

```
&m hsse ugrl
```

From this point the procedure for typing and sending the message is the same as given above. When you conclude your message you will still be in the LIBMAIL program and receive the ampersand prompt.

MESSAGE HEADERS, FLAGS, and the "h" command

1. If LIBMAIL is invoked without supplying a user account name, it will display a brief summary of any mail messages that have been sent to you. For example,

```
Libmail version 1.0  July 4, 1985.  Type ? for help.
"/usr/spool/mail/phys": 5 messages 1 new 1 unread
    1 hsse     Fri Jun  7 08:40   14/386 "PLUG"
    2 vetm     Fri Jun  7 10:52   13/586 "Plug Meeting"
    3 life     Fri Jun  7 11:33   12/462 "Plug"
  U 4 kran     Fri Jun  7 13:55   20/663 "plug"
> N 5 math     Fri Jun  7 15:10   25/368 "P.L.U.G."
```

   This provides a brief account of the total message list. At the left side of the message list is a ">" which points to the message which LIBMAIL considers the first message which requires attention.

2. The letter "N" to the left of the message means it is new, i.e. received since the last time LIBMAIL was run. New messages will appear at the bottom of the message list.

3. The letter "U" to the left of message 4 indicates that it has not been read, but that LIBMAIL has been run at least once since the message was received.

4. The ">" will point to the first new message in the list. If there are no new messages it will point to the first unread message. If there are no new messages and no unread messages, it will point to the first message in the list.

5. Following each number in the message list are the name of the account which sent the message, the date and time, the number of lines/characters in the message, and the addressee/subject.

6. Depending on the type of terminal being used, LIBMAIL may initially display only a selected number of message headers. This situation usually occurs when there are more than 10 messages. A full list of message headers can still be displayed with the "h" command.

7. The "h" command can be used to display this list of message headers whenever there is an ampersand prompt.

8. Using the "h" command with a number as in in "h3" or "h16", will display a window of messages, which will include the desired number.

9. The "h" command does not work with a range of numbers.

READING MESSAGES with "p", "n", "+", and "-" commands

1. To read a message give the "p" or print command. The message which LIBMAIL is currently pointing to will be printed on the screen.

2. Following the "p" command with a number will print that message, as in "p3" or "p5". A range of numbers is also valid, as in "p4-5".

3. The message number by itself can be used, omitting the "p" as in "6".

4. The "n" or next command can be used to print the message following the one you are currently viewing. A series of "n" commands will scan through the messages.

5. A simple RETURN will substitute for the "n" command.

6. The "+" command will also substitute for the "n" command.

7. The "-" command can be used to scan backward through the message list.

8. When the bottom of the message file is reached, LIBMAIL will print "at EOF", meaning "at End Of File".

9. Using the "-" command, when LIBMAIL is already pointing to the first message, will produce the error message "Referencing before 1".

10. Using the "+" command, when LIBMAIL is already pointing to the last message, will produce the error message "Referencing beyond EOF".

DELETING MESSAGES with the "d" command

1. The "d" or delete command is used to delete messages from the list.

2. The "d" by itself will delete the message LIBMAIL is currently pointing to.

3. Following "d" with a number as in "d5" will delete message 5.

4. Following "d" with a range of numbers as in "d1-4" will delete messages 1 through 4.

## UNDELETING MESSAGES with the "u" command

1. The "u" or undelete command can be used to undelete a message, but only within the current LIBMAIL session. Once the user quits using LIBMAIL, messages marked for deletion cannot be recovered.

2. The "u" command by itself will undelete the last deleted message. (Except in the case where the user has deleted all messages. In that situation the "u" command will restore message number 1, and so on.)

3. A series of "u" commands will continue to undelete messages.

4. If there are no deleted messages the "u" command will produce the message "no applicable messages".

5. Following "u" with a number or a range of numbers will undelete those messages, as in "u1-3" (assuming they have been previously deleted).

6. Messages should be deleted as soon as possible in order to conserve computing resources.

## REPLYING TO MESSAGES with the "r" command

1. The "r" or reply command can be used to reply to a specific message.

2. By giving "r" alone after the ampersand prompt, LIBMAIL will automatically determine to whom the reply is to be sent and the subject of the message.

3. Following "r" with a number as in "r3" will allow you to reply to message 3.

4. The "r" command does not accept a range of messages. Attempting to use a range of numbers will produce the message "Sorry, can't reply to multiple messages at once."

5. After giving the "r" command, type in your reply as if you were originating a message.

6. When you complete your message with the single "." on a line by itself, LIBMAIL will print "EOT" and provide you with an ampersand prompt. Your reply has been sent.

## QUITTING with the "q" command

1. To quit your LIBMAIL session give the "q" command.

2. If there are still messages in your message list, LIBMAIL will tell you how many have been saved, e.g.

   5 messages held in /usr/spool/mail/math

## DISPLAYING AND USING ALIASES with the "a" command

1. An alias is one word which represents a group of users. To view the list of permanent aliases, use the "a" command.

2. To establish an alias for a single session of LIBMAIL, type "a" followed by the alias and then a list of one or more user accounts separated by spaces, e.g.

   & a tech cat acq

   Throughout that mail session the address "tech" will stand for both addresses, and both will receive a copy of your message.

3. To suggest the establishment of a new permanent alias or to change a current permanent alias, contact the Operations Manager.

4. The alias "all" can be used to mail to all current user accounts. To see which user accounts these are, use the "a" command.

## RETURNED MAIL

1. If LIBMAIL cannot deliver your message, the message will be returned to you. This might happen if the address is typed incorrectly. The returned mail will appear with a message header such as

   12 MAILER-DAEMON Fri Jul 5 13:43 24/633

   The contents of the returned message can be printed as if it were a regulary received message.

USERS ACCOUNTS

1. To view a listing of user accounts to which mail can be sent, enter the following command:

```
Program? musers
```

A screen of logins will appear, with each login showing the library location and a contact person. Musers accepts the following commands:

| | |
|---|---|
| <SPACE> | Show next "page" |
| <RETURN> | Show just one more line |
| :p | Go to Previous file (or Top of current file) |
| :n | Go to Next file (or quit if only one file) |
| /<phrase> | Search for phrase |
| q | Quit |
| h | Give help information |
| ? | Give help information |
| <CNTRL>L | Redraw the screen |

When you are finished viewing the logins, the Program? prompt will reappear.

OMS
Systems and Procedures Exchange Center

# ELECTRONIC BULLETIN BOARDS

## WELLSPRING REMOTE BULLETIN BOARD SYSTEM (RBBS)

The Wellspring Remote Bulletin Board System (RBBS) first came online October 4, 1985. It was begun primarily as an experiment in microcomputer communications, and as a way to occupy an otherwise idle microcomputer during the nighttime and weekend hours. The system currently operates on an IBM-PC XT with 2 half-height 360KB floppy disk drives, a 20 MB fixed disk, with 640KB RAM and a monochrome monitor. A NEC V20 chip has replaced the INTEL 8088 processor. A single phone line serves the system on a one-caller-at-a-time basis.

The software used is version 14.1D of the RBBS-PC system as developed by D. Thomas Mack of Great Falls, Virginia. The RBBS-PC software supports several basic functions used by Wellspring which include user-to-user messages, system bulletins, conferences, and file transfer.

Wellspring's purpose is two fold. As an educational tool, it aims to offer a forum for computer users of all levels to exchange information and experience. The software collection, which currently measures over 7 MB in size, is tailored to those files and programs which can both educate novices in microcomputer use, and aid experienced users. The collection consists of both public-domain and shareware programs which allow Wellspring to participate in the world-wide distribution and promotion of low-cost quality software.

Wellspring is a designated distribution point for the ProComm (TM) communications software as developed by Datastorm Technologies, Inc. The current version of the program is always carried on the system, that fact being noted in the procomm manual.

As a publicity vehicle for the Biomedical Library, the system promotes the Library as a center and a transfer point for health AND non health-related information. Wellspring and offers a variety of lay and professionally oriented information on many topics including AIDS (Acquired Immunodeficiency Syndrome), news from the California Medical Association, current medical topics, Library news, computer information, and humor which are presented in the form of text files, bulletins, computer programs, and public messages.

Wellspring is currently open to all users, both within and without the UCI community. Wellspring receives calls from across the nation and the world on a regular basis. Much of this can be attributed to its status as a distributor of ProComm. Other types of publicity have included fliers, references in professional newsletters and journals, and bulletins which have

been placed on national computer networks such as Compuserve Information Services.

To date, Wellspring has logged over 18,000 callers, averaging 1000+ calls per month. The registered user base ranges from 900 - 1000. At the present time users are deleted only after 6 months of inactivity.

Two of the greatest limitations that Wellspring faces, are lack of storage space for files and programs, and the current one user-at-a-time configuration. While 20 megabytes represents substantial storage, not all of this can be used for the system, as the computer is also used for day-to-day operations in the Library. To offer wider selection of useful programs to its users, Wellspring requires more hard-disk storage.

Currently Wellspring is accessed by a single telephone line which limits its use to one user at a time. Each user is allowed 60 minutes per day to use the system. One of the most frequent complaints received is that users cannot access the system, receiving instead a constant busy signal. The simple solution to this problem would be to install more phone lines. This would involve additional software and/or hardware, but funds are not currently forthcoming. As it stands the system cannot practically support more than one user.

Steve Clancy

## IV. GTNEWS--The Georgia Tech News Network

**What is GTNEWS?**

GTNEWS is an all purpose, campus-wide bulletin board which allows CYBER users to communicate in a common news system. Within GTNEWS are two library-related new systems, LIB and LIBRARY. LIB is located on Cyber A and contains information about Library activities for Library staff members. It is not accessible to those outside the Library and it is not accessible from Cyber B. Important announcements are placed on the news system fairly often, so you should check LIB every day or two. Feel free to use this bulletin board if you have information to share with the rest of the staff. LIBRARY is located on Cyber B and is a public news system used to provide information to library users throughout the campus. Anyone who uses the Cyber B may read and add messages to this news system.

The following example is from Cyber B. Please note that GTNEWS on Cyber A contains the LIB bulletin board only. All other bulletin boards are located on Cyber B.

Accessing GTNEWS is simple. After logging on to your user number and receiving a slash, type in:

**GTNEWS**

The terminal will respond with the following:

**WELCOME TO THE GEORGIA TECH NEWS NETWORK**
**WOULD YOU LIKE TO VIEW:**

| | |
|---|---|
| **ADS** | **USER TO USER WANT ADS** |
| **ASSIST** | **USER TO USER MAINFRAME ASSISTANCE** |
| **GTNET** | **CAMPUS NETWORK NEWS** |
| **LIBRARY** | **PRICE GILBERT LIBRARY NEWS** |
| **SUGGEST** | **SUGGEST/GRIPE FEEDBACK FILE** |
| **SYSTEM** | **OCS SYSTEM NEWS** |

**etc.**

**NEWS TO VIEW OR "EXIT" TO END?**

The question mark is your prompt to enter the name of the news group you want to view. For example, if you enter **LIBRARY** to access news concerning the Library, the terminal responds with:

**NOW VIEWING PRICE GILBERT LIBRARY NEWS**

**COMMAND?**

The question mark is your prompt to enter a command. If you simply want to **CHECK** the news, a good command to use is **c**. This will display everything which has been added to the **LIBRARY** system since the last time you checked. If you've never checked a news group, the check command will list all the messages in that news group.

If you wish to add a message to the system, use the command "s" for **SEND**, type in your message, hitting a carriage return at the end of each line. When you come to the end of your message, input ".s" at the beginning of a blank line. When the message has been sent, the system will display the message number assigned to it.

GTNEWS commands can be abbreviated to the first letter of the command. Other useful GTNEWS commands are listed below:

| | |
|---|---|
| (D)ELETE | Deletes a message. You can only delete messages you input. |
| (L)IST,(A)LL | Displays all messages in the news group. |
| (L)IST,(M)ESSAGE,[no.] | Lists a specific message or messages, but you must know the number of the message. The command "1,m,34,37" lists messages 34-37. |

| | |
|---|---|
| | The command "1,m,14" lists message 14. |
| (V)IEW [News Group] | Lets you change news groups without returning to the main menu. |

Additional commands are listed in the online documentation for GTNEWS. You can see it by inputting after a slash:

**DOC,GTNEWS**

You can also get into GTNEWS by typing in a single "command string" after a slash. Here are a few examples:

| | |
|---|---|
| **GTNEWS,LIBRARY,C** | This command shows you all the entries added to the Library news since you last looked at it. You can either spell out the command or use an abbreviation (c), as shown here. |
| **GTNEWS,LIBRARY,L,A** | This command shows you every message in the publicly accessible LIBRARY news system. |
| **GTNEWS,LIBRARY,S** | This command causes the computer to give you a line number and a question mark, at which point you could add a message to the library news system. Remember, to end your message, with a carriage return after you finish inputting your text; then, hit a carriage return as the first character on a blank line. |

Getting out of GTNEWS: There are two ways to get out of the news system. One is by typing the word "exit". This will take you completely out of GTNEWS and give you a slash, at which point you can log off, go into VMAIL to send mail messages, or do whatever you need to do.

A second method is simply to hit the carriage return key on your terminal; this will take you back to the GTNEWS menu. You can choose another news system to look at, or you can hit a carriage return, which will remove you completely from the news system and give you a slash.

## V. GTINFO

GTINFO is an online information system that contains a wealth of information about many services, events, and activities at Georgia Tech. To view it, simply type in GTINFO after a slash. The system will provide a menu that will enable you to find specific information, or simply to browse.

## 18. THE BULLETIN BOARD

The process of placing an item on the bulletin board is called "posting." Only those with global broadcast authority are permitted to post bulletin board items. Since global broadcast authority is typically limited to very few people within a company, management at your site will indicate to whom you must write in order to have a message posted. For the purposes of the ensuing discussion, we will assume that Mail Administrator is the one responsible for posting.

In preparing a message for posting, consider the following:

- Security level. As with an eMAIL message, there is a security level associated with a postable item. Since a posted message is like any other message created within eMAIL, you may prohibit people from viewing an item if the security level of the posted item is higher than someone is allowed to see. As mentioned elsewhere in this document, security levels range from 1 (low) to 99 (high). The maximum you are allowed to assign to a message is indicated in your security profile, which you may see by issuing the SET SECURITY command. You may assign to the message any security level up to and including the maximum which you are allowed.

- Retention period. The length of time that a message remains on the bulletin board is controlled by the retention period associated with the message at the time it is created, and by an installation-time parameter that defines an overriding maximum limit. In general, a message will stay on the bulletin board for the shorter of the two periods. If an item

has a too-long life span (according to rules imposed by your company), the Mail Administrator is able to adjust the retention period before posting the item. Both the author of the item and Mail Administrator are permitted to remove an item from the bulletin board, even before the item's time limit would naturally expire. In consequence, assign a retention period which is reasonable in terms of the message's content, and which adheres to any restriction which your company may have imposed for a posted item.

- Message types. Only original messages are posted. In consequence, (a) your original message should consist only of the text of the bulletin board message, and (b) the subject of the message should be meaningful, since viewers will use the subject to decide if they wish to see the item.

- Message Attributes. The eMAIL message attributes of NO PRINT, NO FORWARD and CONFIDENTIAL will render the message ineligible for posting, so do not specify any of these for the message you create.

The procedure for requesting posting is largely left to your company to decide upon. However, we recommend that you create an attachment to the original message. The attachment should ask that the message be posted. Then, send both the original and attachment to your Mail Administrator (or to whomever has been designated); one SEND command transmits both automatically. The subject of the message should indicate something about the posted item (making the subject an inappropriate vehicle for requesting posting.) Moreover, since the one who is authorized to post messages cannot edit or censor the contents of an item without destroying the item's authorship, adhere to whatever rules your company may have established with regard to appropriate content or length. The retention period can, however, be altered by the one posting the message. If your company has selected another procedure to request posting, or wishes to impose requirements as to content or maximum life span, you will be notified by site management.

LIBRARY INFORMATION SERIES No. 23

MSU LIBRARIES

# LIBRARY ELECTRONIC BULLETIN BOARD

An electronic bulletin board that makes available a number of library services through the use of personal computers is provided by the MSU Libraries. The bulletin board is accessible by dialing 353-7232.

The Library Electronic Bulletin Board can be used in conjunction with the Library's CLSI dial-up access. A user could, for example, access CLSI via MSUNET (353-8530) and find out that a needed book is checked out, then dial the Bulletin Board (353-7232) to place a hold on the book.

## SERVICES AVAILABLE

Users of the Library Electronic Bulletin Board may transmit the following:

- interlibrary loan requests;
- hold requests for items in the collection;
- suggestions;
- photoduplication requests charged against University accounts; and
- requests to deliver library books to faculty offices.

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F 85

## WHO MAY USE THIS SERVICE?

Any person affiliated with M.S.U. who has registered his or her university identification card at the Main Library Circulation Desk may use the Library Electronic Bulletin Board. If you have a bar code on your faculty identification card or library permit, you are registered; students who have checked out materials previously from the Main Library are registered. All others must come to the Circulation Desk before using the bulletin board. Upon first dialing in, new users will be asked to assign themselves a password which they will need to use the system again.

## TECHNICAL SPECIFICATIONS

The Library Electronic Bulletin Board runs off of an IBM PC. The system will accept callers at either 300 baud or 1200 baud, with communications parameters of either Even Parity, 7 data bits, and 1 stop bit; or No Parity, 8 data bits, and 1 stop bit. Any questions concerning the program should be addressed to Peter Cookingham in the MSU Library Systems and Planning Office, 353-7209 or 353-6752.

## HOURS OF OPERATION

The Bulletin Board can be reached at 353-7232, 24 hours a day, 7 days a week.

PC 9/86

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Michigan State University

MICHIGAN STATE UNIVERSITY LIBRARIES
East Lansing, Michigan 48824

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LIBRARY BULLETIN BOARD

Several of the University Library System libraries have opened their MAIL.BAG(s) on the DEC-10 ststem for the purpose of receivins queries from you, our users. The list of libraries/librarians to whom you may send mail appears below. The list is small now but if the service proves useful we would hope to expand it. The nature of the mail we would anticipate receivins from you could include, but need not be limited to the followins:

-Reference questions
-Interlibrary loan requests
-Availibility of locally held items
-Course reserve requests
-Circulation problems
-General complaints or problems
-Recommendations for library purchases

We would expect to review our MAIL at least twice a day (except weekends) and reply within 24 hours.

LIBRARIES:

| | | |
|---|---|---|
| BUSINESS LIBRARY | 111322,252061 | SYSTEM A |
| CHEMISTRY LIBRARY | 131005,344111 | SYSTEM B |
| COMPUTER SCI.LIBRARY | 131005,344111 | SYSTEM B |
| ECONOMICS LIBRARY | 131005,155371 | SYSTEM B |
| ENGINEERING LIBRARY | 131000,110101 | SYSTEM B |
| GSPIA LIBRARY | 110500,153701 | SYSTEM A |
| PHYSICS LIBRARY | 131005,223021 | SYSTEM B |

LIBRARIANS:

| | | |
|---|---|---|
| CARUSO,NICHOLAS | 110500,153701 | SYSTEM A |
| KEPES, LOIS | 110500,153701 | SYSTEM A |
| KERBEL,SANDRA | 131000,110101 | SYSTEM B |
| KOBULNICKY,PAUL | 131005,223021 | SYSTEM B |
| LAMBERT,MAUREEN | 111322,252061 | SYSTEM A |
| NEUMAN,SUSAN | 111322,252061 | SYSTEM A |
| SCARANO, AMY | 131005,344111 | SYSTEM B |
| SUOZZI, PAT | 131005,155371 | SYSTEM B |
| THOMAS, LUCY | 110500,153701 | SYSTEM A |

# EXTERNAL MAIL SYSTEMS

## ALANET

The Circulation Department has access to the electronic mail service of the American Library Association, ALANET. The department's ID is ALA1553 (CRL. ILL).

Interlibrary loan and photocopy requests should be sent using the forms option from the main menu.

Inquiries about establishing an ALANET account should be directed to: ALANET System Manager, American Library Association, 50 E. Huron, Chicago, IL 60611; telephone (312) 944-6780.

```
      To:  ALA0072
      Cc:  CRL.ILL   (ALA1553)
    From:  CRL.ILL   (ALA1553) Delivered:  Wed  31-Dec-86  14:21 EST Sys 141
 Subject:  INTERLIBRARY LOAN REQUEST (BOOK)
 Mail Id:  IPM-141-861231-129210260
--More--


    Borrowing Inst.: Science Library, University of Windsor
            Library:
            Address: 4465 Science Library
     City/State/Zip: Windsor, Ont.


   Lending Lib Name/Symbol/LIBID: ICRL
 Borrowing Lib Name/Symbol/LIBID:
         Borrowing Lib ALANET ID:
              Request No. & Date: req45, Jan. 2, 1987
                Requestor & Dept: Frank fac Econ

             Author: Smith,
              Title: Money and personal fulfillment
      Ed./Imprint: Cambridge, 1985
--More--

             Series:
    Chapter/Pages:
       Verification: OCLC
    Authorized By:
             Call #:

          Copyright: CCG
  Need before date: Oct.1987
```

## CLASS ONTYME

CRL's Circulation Department accepts messages and requests and sends messages via the electronic mail service OnTyme, available through the Cooperative Library Agency for Systems and Services (CLASS). The department's username is CLASS.CRL/CIRC.

The name of the requesting interlibrary loan office should appear on each request, as well as a complete bibliographic citation.

Inquiries about establishing a CLASS OnTyme account should be directed to: CLASS, 1415 Koll Circle, San Jose, CA 95112. ATTN: Customer Services; telephone (408) 289-1756.

MSG#:Q39726
IN#: 759
TO: CRL/CIRC
FROM: CLASS CRL13
SENT: 30 DEC 86 10:11:09
READ: 30 DEC 86 10:19:58

10/10/86

University of Chicago
ILL
send via courier

Patron: Orlando

College and research libraries, v.47, no.5, Sept.1986

Creaghe, Norma and D. A. Davis, Hard copy in transition: an automated storage and retrieval facility for low-use library materials, p.495-499.

Please photocopy! CCG

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Networking and Communication Systems
Revision 5, September 1987

# ELECTRONIC MAIL ACROSS SUNET

This paper gives a brief summary of the electronic mail systems available to the Stanford community; it is not a comprehensive guide to the use of these systems.

People already using computer systems can contact the managers of those systems to get more information on electronic mail. Members of academic departments who need advice on appropriate computer systems to use for electronic mail should call Instruction and Research Information Services (IRIS) at 723-1055.[Students and faculty members may open accounts on LOTS computers (such as Lear, Othello, and Hamlet) free of charge. Usage is also free. Although staff members may also apply for accounts on LOTS computers, they must justify the need for those accounts. Decision on staff accounts are made on an individual basis.]

## I. MAJOR ELECTRONIC MAIL SYSTEMS USED AT STANFORD

CMS MAIL on IBM 43XX Systems with VM/CMS Operating System. Examples: CDRVMA, Watson

EMS and WYLBUR MAIL on the Data Center's IBM 3090 (Forsythe) with MVS Operating System

MH MAIL for personal computers, available with the Stanford University Personal Computer/Internet Protocol (SU-PC/IP) software for IBM PCs, PC/XTs, and PC/ATs (Will also be available with a future release of SU-Mac/IP for Apple Macintosh computers.)

MM on DEC-20s with TOPS-20 Operating System. Examples: SCORE, GSB HOW & WHY, CSLI, Sumex-Aim, Sierra, Lear, Othello, Hamlet

UNIX MAIL and/or MH MAIL on DEC VAX 11/750s, 11/780s, and 8XXXs with UNIX Operating System. Examples: Ararat, Denali, Erebus, Jessica, Mazama, Portia

## II. ELECTRONIC MAIL DIRECTORIES

### WHOIS Service

The WHOIS service provides an electronic mail directory of Stanford faculty, students, and staff members. From most machines (including IBM PCs)

connected to the Stanford University Network (SUNet), you can issue the command WHOIS followed by a SUNet user's name to learn the person's electronic mail address. If you are logged on to a SUNet host computer, you can learn more about WHOIS service by issuing the command WHOIS HELP (or contact the systems manager or administrator of the host you are using).

If you have Version 2.0 of SU-PC/IP software, see Section 7.1 of the SU-PC/IP manual for additional information. If you have Version 2.0 of SU-Mac/IP, see Section 7.2 of the manual accompanying that software.

EMS WHO

On Forsythe, you can use either WHOIS service or EMS WHO. For details on EMS WHO, see the CONTACT/EMS User's Guide, available from the Data Center.

NOTE: There is presently no universal electronic mail directory for people you might want to reach through the national and international networks described under Addressing Formats, below. Therefore, it is important to ask potential correspondents outside Stanford their electronic mail addresses and the names of the networks through which they can be reached (such as ARPAnet, NSFnet, BITNET, CSNET, UUCP).

III. ADDRESSING FORMATS(Standards for electronic mail are in transition. Therefore, the formats listed in this paper will not always work. If you cannot send mail with these formats, contact the systems manager or administrator of the host you are using.)

The command for sending mail differs from one system to the next, but the formats of the recipients' addresses depend on the destinations of the messages.

A. INSIDE STANFORD

To correspondent on same Stanford host

To send mail to someone with a mailbox on the same host you are logged onto, use your mail system's command for sending mail with the user identification of the recipient. Examples of user identifications:

bb.xyz (on Forsythe)

g.grandly (on Lear)

To correspondent on another Stanford host

In most cases, to send mail to someone with a mailbox on a different host connected to the campus network, use the format USER@HOST. Examples:

tick@score

bb.xyz@forsythe

B. OUTSIDE STANFORD

SUNet users can correspond with colleagues outside Stanford via national and international networks. Below are details on four networks, followed by a summary of addressing formats for these and other outside networks.

1. ARPAnet and NSFnet

ARPAnet is a national network of universities and other research institutes funded by the Defense Advanced Research Projects Agency (DARPA). The National Science Foundation Network (NSFnet), which will be imbedded in ARPAnet, was designed for high-speed access to supercomputers but is also expected to become a general-purpose, computer communications network for the academic research community and associated industrial researchers. These two networks are accessible to authorized ARPAnet and NSFnet users from most Stanford hosts connected to SUNet.

TO correspondent

ARPAnet and NSFnet use domain names. The general format is USER@HOST.DOMAIN. The DOMAIN contains the name and type of organization. Example:

jane@monet.berkeley.edu
(where EDU stands for
the EDUCATIONAL domain)

Some organizations have opted to include subdivisions within domain names. Example:

dan@a.cs.cmu.edu
(where CS is the department name,
as designated by CMU)

Domain names for types of organizations other than EDU include COM for commercial, GOV for government, MIL for military, and ORG for other types of organizations.

FROM correspondent

Stanford does not subdivide its domain name. Mail sent to Stanford should be addressed to USER@HOST.STANFORD.EDU

2. BITNET

BITNET is a network of universities and research sites in the United States, Canada, Europe, the Middle East, and Japan. It is accessible to Stanford hosts via Forsythe and via Watson, the IBM 4381 managed by LOTS.

TO correspondent

If you are logged on to Watson or Forsythe, you can use the addressing format USER@HOST; addressing tables in Forsythe and Watson will direct mail to the target host. Example of address for user Jones at the Graduate Center of the City University of New York (CUNY):

jones@cunyvms1

If you are logged on to any other host connected to SUNet, you must send your message via Watson or Forsythe. Example from SIERRA:

jones%cunyvms1.bitnet@forsythe

As mentioned under Electronic Mail Directories above, it is important to find out the exact host (the BITNET node name) of a prospective correspondent. For example, CUNYVMS1 in the above address is one of three hosts at CUNY currently connected to BITNET. (A list of BITNET nodes is available on Forsythe with the command USE DOC#BITNET PUBLIC, and on Watson with the command BITNET NAMES P1. For a paper copy of the list of BITNET nodes, you can call Networking and Communications Systems at 723-3909.)

CAVEAT: If you type the node name incorrectly, BITNET informs you almost immediately that the indicated address is not a BITNET node. However, if you type the user's name incorrectly, the message will travel to the specified node first. Then the destination node will send you a message saying that no such user exists.

FROM correspondent

For BITNET mail sent to Stanford users with mailboxes on Forsythe and Watson, note that the

BITNET node name of Forsythe is STANFORD (though FORSYTHE will work as an alias for STANFORD), and the BITNET node name of Watson is SUWATSON. Tell your correspondents your user identification and whether your mailbox is on the STANFORD or the SUWATSON node. Correspondents on BITNET nodes should address mail to you with the format USER@STANFORD (USER@FORSYTHE alias okay) or USER@SUWATSON.

Mail from BITNET nodes outside Stanford to Stanford users with mailboxes on SUNet hosts other than Forsythe and Watson should be addressed to USER@HOST.STANFORD.EDU. Example from the Princeton BITNET node PUCC to a Stanford user with a mailbox on Portia:

jones@portia.stanford.edu

If the BITNET system cannot send mail to an address with the above format, have your correspondents do the following:

1) In the text of the message, make the first line read TO: USER@HOST.STANFORD.EDU

2) Use the mail address MAILER@STANFORD with the local send command.

(For more information, see Using Bitnet, available for $1.00 from Document Sales in Forsythe Hall, Jordan Quad.)

## 3. CSNET

CSNET is a national network of computer science departments at colleges and universities, as well as companies engaged in computer science research.

### TO correspondent

CSNET is accessible to Stanford hosts via a computer used as a CSNET relay. The addressing format is USER%HOST@RELAY.CS.NET. Example:

wilson%uchicago@relay.cs.net

### FROM correspondent

Your correspondents can send mail to you via CSNET with the same domain format used on ARPAnet and NSFnet: USER@HOST.STANFORD.EDU Example:

smith@sierra.stanford.edu

4. UUCP

UUCP is an international network of computers running the UNIX operating system.

TO correspondent

UUCP is accessible to Stanford hosts via ARPA-UUCP gateways. It is suggested that you use one of two Bay Area gateways, DECWRL.DEC.COM or UCBVAX.BERKELEY.EDU. To use the UUCP network, you must know the complete path your messages will follow between one of those gateways and your correspondent's host. The format of an address is HOST1!HOST2!...HOSTn!USER@DECWRL.DEC.COM or HOST1!HOST2!...HOSTn!@UCBVAX.BERKELEY.EDU. If you are sending mail from a TOPS-20 machine, insert quotation marks, as shown in the first example below. Example from a TOPS-20 machine, SCORE:

"decvax!cornell!jim"@decwrl.dec.com
or
"decvax!cornell!jim"@ucbvax.berkeley.edu

Example from a UNIX machine, Jessica:

decvax!cornell!jim@decwrl.dec.com
or
decvax!cornell!jim@ucbvax.berkeley.edu

FROM correspondent

You can receive UUCP mail on any SUNet host computer, whether or not that host is running the UNIX operating system, if your correspondents use the following addressing format: DECWRL!HOST.STANFORD.EDU!NAME. Example of a message to Jones at Sushi.

decwrl!sushi.stanford.edu!jones

CAVEAT: UUCP mail can be very slow and somewhat unreliable.

# BITNET
## National Network of University Computers

GI39 - 1504

Author(s): John Fowler <OPRJFF@SUVM>

Date: March 8th, 1984

Level: Intermediate

Computer(s): IBM (CMS)

6 Pages

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## INTRODUCTION

Syracuse University is a member of a national network of academic computing centers called BITNET. Computer users at each site can exchange messages and files with users at other universities using simple commands.

At Syracuse, our VM (CMS) computer is attached to BITNET. To use BITNET, all you need is a valid CMS account.

BITNET's biggest use is for electronic mail exchange. You can send mail to remote universities without knowing where they are or what sort of computer systems they have. In general, delivery is almost immediate. Mail can be addressed to one or more recipients. The recipients do not have to be all on the same system - they can be both local and remote users anywhere.

BITNET will also exchange data files. Sending data files of arbitrary format is a little harder than using the mail system, because different computer systems are connected to BITNET. Many systems are not IBM systems and have differing file formats.

## ADDRESSING A REMOTE SYSTEM

Every user of a system attached to BITNET has an electronic address. You must know the address of the person to whom you want to send messages or mail. An electronic address has two parts:

- user identification, or userid. This is the name you use to LOGON to the computer.
- system identification, or nodeid. Every computer attached to BITNET has a unique nodeid. The nodeid of the system you are using right now is SUVM.

If, for example, my userid was GEORGE, my full address would be:

GEORGE AT SUVM

If I had a friend at Cornell University, and he told me that his userid was JIM and his nodeid was CORNELLC, his address would be:

JIM AT CORNELLC

Warning: You must spell the addresses of your recipients correctly. The U.S. Postal Service often delivers incorrectly addressed letters to their right destinations, but there is no such luxury on BITNET. Every communication must be addressed exactly right!

## SENDING MESSAGES

One way to communicate on BITNET is by sending messages. A message is delivered only if the recipient is signed on at the instant that you send it; otherwise, it is lost.

Use the CMS TELL command to send messages to users at remote systems:

```
TELL JIM AT CORNELLC Hey, did you get the file?
TELL BILL AT CUNYVM I think I'll be coming down on the 12th
```

Not all systems on BITNET will accept messages, so in general it is better to send mail instead of messages.

For more information on the TELL command, type HELP CMS TELL.

## RECEIVING MESSAGES

Messages from remote users will appear on your terminal like this:

DMTCMX171I FROM nodeid(userid): whatever message

for example, if I sent a message to my friend JIM with TELL:

TELL JIM AT CORNELLC Hi!

it would appear on his terminal as

DMTCMX171I FROM SUVM(GEORGE): Hi!

## SENDING ELECTRONIC MAIL

Use the CMS EMAIL command to send mail to remote computer users. EMAIL lets you input and format your mail message, and then it sends the message over the network. Your recipients do not have to be signed on at the time you send the mail; they will receive it the next time they sign on.

As with the TELL command, you need to know both the userid and the nodeid of the person to whom you want to send mail. The EMAIL command puts you into XEDIT so you can create or modify the message. When you are done, the SEND subcommand whisks your mail to its destination. A sample EMAIL session:

```
You  ..  EMAIL JOHN AT CUNYVM JIM AT PSUVM (SUBJECT Meeting

It   ..  Date:    Wed, 7 Mar 84  18:44:00 LCL
     ..  From:    GEORGE@SUVM
     ..  To:      JOHN@CUNYVM, JIM@PSUVM
     ..  Subject: Meeting
     ..
     ..  XEDIT:
```

Now you are in XEDIT, and you create the rest of the file yourself. We want to input some text, so ...

```
You ..  INPUT
    ..  Hi guys - did you finish the project yet?
    ..
It  ..  XEDIT:
You ..  SEND
```

For further information on EMAIL, type HELP CMS EMAIL. To print the CCIS Memo on EMAIL, type MANUALS GI40.

## RECEIVING ELECTRONIC MAIL

Mail sent to you from remote systems appears in your virtual reader as a file and is displayed on your terminal exactly the same way locally generated mail does.

You can use the commands RDRLIST, PEEK, and DISCARD to manipulate the files in your reader. HELP CMS RDRLIST and HELP CMS PEEK for further information.

## FINDING OUT MORE ABOUT NODES ON BITNET

There is a list of the nodes on BITNET that can be printed by using the MANUALS command. Type MANUALS TITLES 2 and order BITNODES LISTING.

In addition to the printed list, you can see a list of the nodes at your terminal by using the BITNODE command. The form of the BITNODE command is:

BITNODE nodeid

You can use the wildcard character '*' to broaden the search. BITNODE looks for the 'nodeid' and displays information about any node that matches. For example,

```
BITNODE SUVM
BITNODE CORNELLC
BITNODE SU*
(all nodes which start with the letters 'SU')
BITNODE CORN*
(all nodes which start with the letters 'CORN')
```

If you give the command

```
BITNODE CORN*
```

you'll get this display at your terminal:

```
CORNELL            RSCS   alias for CORNELLC
CORNELLA  VM/SP2   RSCS   Cornell University
CORNELLC  VM/SP3   RSCS   Cornell University
```

The important columns to look at are the second and third. The second column contains the system type (for instance VM/SP2) and the third column contains the method of connection to BITNET (RSCS).

## SENDING DATA FILES

To send a data file to a remote user you must have more information than just the user's electronic address: You must also know the type of system you are sending to. To find this, either look up the nodeid in the BITNODES LISTING file, or use the BITNODE command.

### VM/SP Systems

VM systems are grouped into two general categories:

- Plain VM/SP systems, which are at Release level 1 or below
- VM/SP2 or VM/SP3 systems, which are at Release level 2 or above (our system is a VM/SP3 system)

To send a file to a VM/SP system, use the SENDFILE command. If you are sending to one which is at Release 1 or below, you must use the OLD option. For example,

```
SENDFILE DATALOAD MODULE TO GEORGE AT OLDVMSYS (OLD
```

If you are sending to a VM/SP2 or VM/SP3 system, you may omit the OLD option:

```
SENDFILE SYSTEM FILE1 TO JEFF AT MODERNVM
```

Systems connected with MAILER

MAILER is a program that connects certain kinds of systems, such as VAXes, to BITNET. You must use EMAIL to send data files to systems connected with the MAILER interface, and the files are limited to lines of 80 columns wide (LRECL). If you have a file to send that has lines longer than 80 columns, edit it to shorten the long lines before you send it, or those lines will be truncated at column 80.

To send a file with the EMAIL command, use the SEND option:

```
EMAIL GEORGE AT PSUVMS1 (SEND DATA FILE
EMAIL JEFF AT CUNYVMS1 (SEND REPORT SCRIPT
```

All other systems

In general, it is better to send files to these systems with EMAIL. This is possible only if the lines in the file are 80 columns wide or less (LRECL). If a file has lines longer than 80 columns, edit it to shorten the long lines, before you send it.

To send a file with the EMAIL command, use the SEND option:

```
EMAIL GEORGE AT PSUVMS1 (SEND DATA FILE
EMAIL JEFF AT CUNYVMS1 (SEND REPORT SCRIPT
```

If you can't make all the lines in the file less than 80 columns, you may be able to send the file with the CMS DISK DUMP command. Most BITNET systems have the software to decode such a file. To do this, you give these commands:

```
CP SPOOL PUNCH RSCS CLASS N
CP TAG DEV PUNCH nodeid userid
DISK DUMP filename filetype
```

Using the examples above, you would type:

```
CP SPOOL PUNCH RSCS CLASS N
CP TAG DEV PUNCH PSUVMS1 GEORGE
DISK DUMP DATA FILE
```

It is best to make arrangements with your recipient if you have to use DISK DUMP (use the EMAIL command to do this!), so he'll be prepared to read the file. In all cases with non-VM/SP systems, it is better to use EMAIL rather than DISK DUMP, if possible.

## RECEIVING DATA FILES

Data files sent to you from a remote system appear in your virtual reader, just as if they had originated on the local system. Use the CMS command RECEIVE to transfer a file from your virtual reader to your minidisk. For further information about RECEIVE, type HELP CMS RECEIVE.

Also, the commands RDRLIST, PEEK, and DISCARD can manipulate your reader files. HELP CMS RDRLIST and HELP CMS PEEK for further information.

## SUMMARY

BITNET lets people at academic institutions exchange messages, mail, and files in a quick and simple way with computer systems. Recipients are identified by their identification (userid), and system identification (nodeid).

- To send messages, use the TELL command.
- To send mail, use the EMAIL command.
- When sending arbitrary format files,[1] determine the system type that you are sending to, and act accordingly:

  For VM/SP systems use the SENDFILE or SENDFILE (OLD command.

  For systems attached with MAILER interface, limit record length to 80 columns and use the EMAIL (SEND command.

  For all other systems, use EMAIL (SEND command whenever possible. Otherwise, try DISK DUMP after warning your recipient.

---

[1] files that may contain unprintable characters, have either fixed or variable record formats, or contain lines longer than 80 columns

# CONFERENCING

# FROM MAIL TO CONFERENCING: EXPERIENCES OF A MIDDLE MANAGEMENT GROUP

Ellen M. Pearson
Associate Librarian, Information Services
University of Guelph Library

## ABSTRACT

The advent of CoSy, an electronic conferencing system which facilitates sophisticated electronic communication on several levels, has precipitated significant changes in communication patterns among middle management staff in the Library of the University of Guelph. Meeting, telephone time and paper flow have been significantly reduced, and communication efficiency markedly improved with the creation of a staff of regular, frequent system users.

The University of Guelph Library system is based on a subject divisional structure housed in a central library. The Library's management system can be described as consultative, in that all librarians and other professional staff (to greater or lesser degrees dependent on their position within the Library's personnel classification system [Table I.]) participate in the decision making process, within the framework of mutually established library goals and objectives. Recommendations for action in the area of concern of a committee or task force are sent forward (through minutes or similar form of communication) to the Library Administrative Council or to the Division Heads Committee. The Chief Librarian is ex officio member of all committees. The Library Administrative Council (Chief Librarian, Associate and Assistant Librarians) is responsible for policy, planning and budgetary matters, as well as participating in various University-wide and other external committees and functions. The Division Heads are directly responsible for the day-to-day operation of the Library system and participate in broader management through the Library's committees and task forces; members of this group may also serve on University level committees.

Before 1982, our communication patterns were fairly traditional: formal meetings followed by minutes; conversations that sometimes became informal meetings, usually followed by various memos; telephone conversations and inevitable rounds of telephone ping-pong. Several members of the group had access to one or more electronic messaging systems, but use was not widespread and tended to be restricted for technical and budgetary reasons.

Early in 1982, the Computer Communications Group of the Trans Canada Telephone System initiated the one-year iNet Field Trial. The iNet Gateway is an intelligent network concept offering a single point of access to meet business information needs. A wide range of features - electronic directories of available services, automatic access to connected hosts, electronic mail, individual user profiles recognized by the network and consolidated billing - create a user-orientated information environment. The iNet Gateway was designed to simplify the process of gathering, using and communicating information, and can be entered from any location in the country using standard alpha-numeric or alpha-geometric terminals via Datapac, DDD (direct distance dialing) or dedicated circuit service. Through Datapac access, iNet can link to the United States and other international packet switched networks. Beginning in July 1982 (though not fully operational for several months) the field trial involved some 250 Telidon units plus about 150 alpha-numeric terminals with gateway access to the features of the intelligent network.

As a member of the Bibliographic Interest Group, the University of Guelph Library participated both in the iNet Field Trial and in the Market Trial that followed. This Common Interest Group was co-ordinated by the National Library's Office for Network Development, and included the Canada Institute for Scientific and Technical Information (CISTI) as

well as the libraries of Carleton University, Université de Québec, University of Guelph and the University of Waterloo. The Bibliographic Interest Group's overall objective was to demonstrate the extent to which new telecommunications technology could facilitate access to library and information resources, and various projects were undertaken to support fundamental tasks performed by libraries to meet the information needs of their users - information provision, cataloguing and interlibrary lending.

In addition to the group projects, the University of Guelph Library decided to mount an in-house project: to make electronic mail available to its management group in a test setting as near to ideal as possible. That is, to place a terminal on each manager's desk, at least as close as the telephone; to link this terminal to Datapac and iNet via the campus communication network, and to remove any cost restrictions to the use of electronic mail. The first two conditions were accommodated within the Library's budget, and the third was provided to us by the Computer Communications Group as part of our participation in the iNet Gateway Field Trial, and was the electronic mail service now known as ENVOY 100.

Twelve of the thirteen iNet-allocated accounts were assigned to members of the Division Heads Committee. Unfortunately, for technical reasons, the number of accounts per institutional member was severely limited, and we were unable to include all members of the Committee (which resulted in a less than ideal situation for a variety of reasons). The last trial account was reserved for the interlibrary lending project.

During the iNet Field Trial, most members of the Division Heads group became committed electronic mail users: signing on regularly to check our mailbox, becoming more comfortable using a keyboard, and contributing and responding to messages. The time-independent feature of electronic communication was much appreciated, as was the ability to communicate with travelling members of the group, whether momentarily away from the office or actually out of the building or off-campus for a more extended period. As the group became seasoned electronic communicators, moving from passive to active users, we began to force the mail system beyond its design capabilities. For example: a message that began as a communication between two, perhaps copied to one or two others, would be forwarded by one of the recipients to several others; each recipient might then respond within one group or layer, but participants in the other layer were often missed - or copied more than once! And the 'copying' and 'forwarding' duplicated text unnecessarily. The forwarding function also reversed the natural chronological order of the messages, so that one frequently saw the answer(s) before the question.

Fortunately, at the same time as the twin needs for wider availability and more sophisticated methods of electronic communication were becoming apparent, the campus computer conferencing system was moving through its development stages. Two members of the Library group were actively involved in its initial development, and continue to be

vigorous CoSy users. Because of our iNet experience and our expressed needs, the Library group was asked to participate in testing, and we moved from electronic mail to computer conferencing.

Again, there was a change in communications patterns. The conferencing facility permits chronological communications, and allows newcomers to a discussion to read the history before contributing. The ability to add 'comments' to a specific message in a logical chain eliminates the convoluted forwarding chains of a mail system. It is now possible for several users to set an agenda and conduct preliminary discussion as a conference or conversation, before a face-to-face meeting begins. Those attending the meeting arrive more fully briefed, with each participant having the same background information on which to base decisions. In addition, conferencing makes it much easier to solicit information, comments or opinions from others who might not be attending the actual meeting. In some instances, the meeting itself is held electronically - either over a defined or limited period of time, or on an ongoing basis. The conversation feature permits one or two members of a conference to 'step outside' for a short discussion, without interrupting the meeting, and, if required, the result of the 'aside' can then be transmitted into the main conference. Also, regular use of private or confidential conferences between line supervisors encourages frequent discussions and improves the traditional lines of communication without taking either staff member from the work location.

Since CoSy has become 'publicly available,' the number of library staff users has increased dramatically, and now includes all supervisory staff, as well as most of the professional staff and several from the support staff group. Although we cannot provide workstation access for all these, terminals with campus network connection are available for public use. We have noticed that the Division Head group now uses CoSy to keep the supervisors informed and for two-way communication with them.

Although the conferencing system we are using also provides electronic mail, the one feature of the previous electronic mail/messaging system that several of our group mourned in passing was the electronic filing cabinet!

In addition to facilitating and enhancing already established communication pathways, using the computer conferencing system has opened channels that did not really exist before, resulting in broader exchanges of information among many groups of staff members. At the same time, we have noted a dramatic reduction in the flow of paper around the place, and the reduction continues as more staff members sign on to conferencing.

# SURVEY

PENNSTATE

University Libraries

# SURVEY

Electronic MAIL use by Libraries faculty and staff.

*Complete by:* December 23, 1987
*Return to:* Alan Claver, W-112 Pattee

## Learning MAIL and the MAIL Guide

**1. How did you learn to use MAIL (✔ one)**

- ❑ a. Training session with Microcomputer Specialist
- ❑ b. Training session with other trainer
- ❑ c. Colleague helped me informally
- ❑ d. Self-taught
- ❑ e. Other _____

**2. If you answered b or c above, How long did it take you to learn MAIL?**

☐ hour(s) ☐ minutes

**3. Rate the usefulness of the MAIL Users Guide (✔ one)**

- ❑ a. Never Used It
- ❑ b. Not Very Useful
- ❑ c. OK
- ❑ d. Very Useful

**4. Any comments to improve the MAIL Users Guide? Additions? Corrections?**

## Using MAIL

**5. How many months have you been using MAIL?**

☐ months

**6. How many messages do you receive on average each day?**

☐ messages

**7. How many MAIL messages do you send on average each day using:**

☐ a. Acknowledge ☐ b. Answer ☐ c. Send

**8. Enter the percentage of your messages that you:**

| *Send To †* | *Receive From* | |
|---|---|---|
| ☐ % | ☐ % | a. Your own department or division |
| ☐ % | ☐ % | b. Another department or division |
| ☐ % | ☐ % | c. Other campuses |
| ☐ % | ☐ % | d. Individuals outside of University Libraries |
| 100% | 100% | |

*† total of acknowledgements, answers and sends*

**9. How often do you check your mailbox?**

- ❑ a. once a week or less
- ❑ b. several times a week
- ❑ c. once a day
- ❑ d. twice a day
- ❑ e. more that twice a day

**10. Where do you go to get access to MAIL? (✔ all that apply)**

| *Occasionally* | *Usually* | |
|---|---|---|
| ❑ | ❑ | My own computer in my office |
| ❑ | ❑ | A computer I share with fewer than 5 people |
| ❑ | ❑ | A computer I share with 5 or more people |
| ❑ | ❑ | A computer located on a different floor than my office |

11. **Who actually sends and receives your MAIL messages?**

- ❑ a. Only myself.
- ❑ b. Mostly myself but occasionally another.
- ❑ b. Occasionally myself but usually another.
- ❑ b. Only another.

12. **Would you use MAIL more if you had more access to a computer?**

- ❑ a. YES
- ❑ b. NO

13. **If you had your choice, would you continue to use MAIL?**

- ❑ a. YES
- ❑ b. NO

14. **If NO, why?**

## MAIL Applications

15. **What applications do you use MAIL for? (✔ all that apply)**

| *Occasionally* | *Frequently* | |
|---|---|---|
| ❑ | ❑ | a. Interoffice memos/mesages |
| ❑ | ❑ | b. Meeting minutes |
| ❑ | ❑ | c. Interlibrary loan |
| ❑ | ❑ | d. Collection development |
| ❑ | ❑ | e. Departmental notices |
| ❑ | ❑ | f. Personal reminders |

16. **What applications would you like to do but cannot because MAIL does not have the capability or you don't have the appropriate knowledge?**

17. Does MAIL reduce your use of Intercampus mail?

- ❑ a. YES
- ❑ b. NO

18. Does MAIL reduce your use of US mail?

- ❑ a. YES
- ❑ b. NO

## Personal Information

19. Administrative unit (✔ one).

- ❑ a. BRSD
- ❑ b. Capital
- ❑ c. CCLD
- ❑ d. Deans Office / Accounting / Personnel
- ❑ e. LCO
- ❑ f. RISD

20. Job classification (✔ one).

- ❑ a. Administration
- ❑ b. Faculty
- ❑ c. Staff
- ❑ d. Clerical

21. Location (✔ one).

- ❑ a. Pattee
- ❑ b. Branch library at UP
- ❑ c. Other

22. Please add comments or suggestions that would improve MAIL Thank you.

# SELECTED READING LIST

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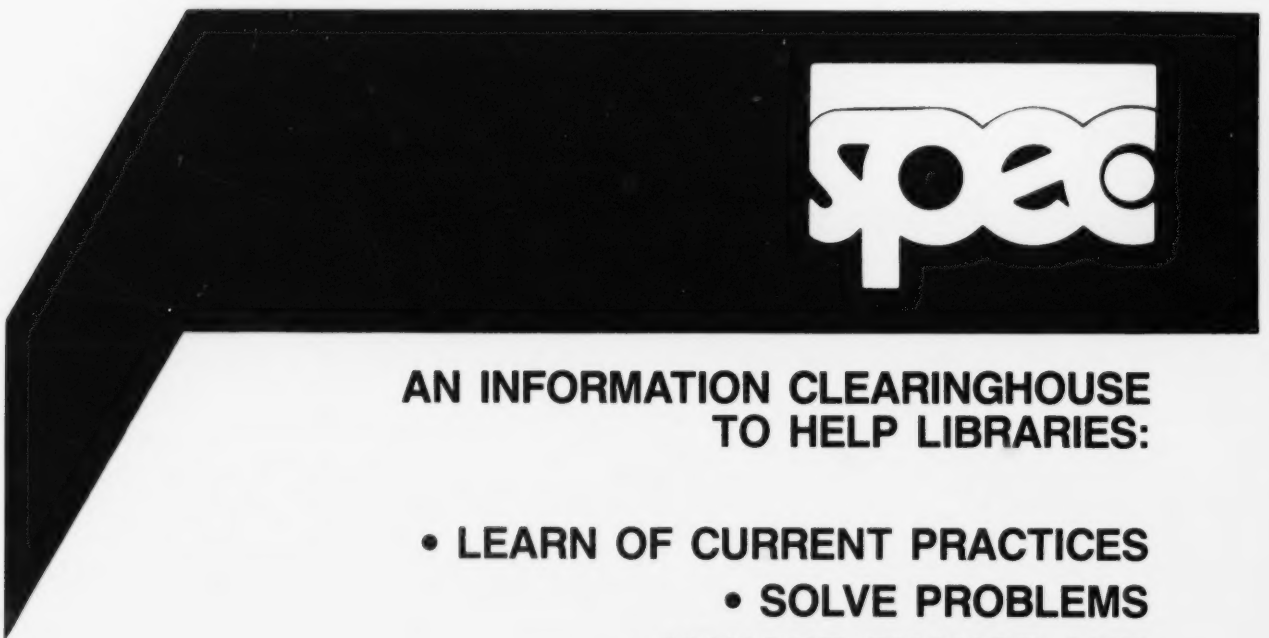
# SYSTEMS AND PROCEDURES EXCHANGE CENTER



## AN INFORMATION CLEARINGHOUSE TO HELP LIBRARIES:

- LEARN OF CURRENT PRACTICES
- SOLVE PROBLEMS
- MANAGE CHANGE AND
- IMPROVE PERFORMANCE

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